

1. Introduction

A complaint may arise as a result of incorrect or incomplete information, unfair expectations on the part of the complainant, unpleasant or improper treatment of the complainant and/or incorrect approach by the quality mark owner/participant. It could also be that the quality requirements of the quality mark need to be improved, or that the quality mark is being misused.

Therefore, as a quality mark owner/participant, make sure that you know what the complainant wants and do everything possible to ensure that the complainant is satisfied. Make sure that you deal adequately with expressions of dissatisfaction, to prevent these expressions from developing into complaints and later possibly into disputes.

Complaints are dealt with by the quality mark committee of the relevant quality mark. This is an autonomous, independent committee which handles complaints that:

- are submitted via the website Keurmerkregister.com or to Keurmerk Nederland;
- relate to the quality marks registered on keurmerkregister.com;
- have been submitted and dealt with in advance by the quality mark owner concerned.

Examples of justified complaints are:

- Misuse of a quality mark (logo);
- Unsubstantiated information provided / promises made with a quality mark;
- Insufficient clarity as to what is covered by a quality mark;
- Insufficient internal/external control of compliance of a quality mark;

2. Definitions

Quality mark owner/participant

The company that holds or owns the quality mark or the participant that has been awarded the quality mark and against which a complaint has been filed.

Complaint

Expression of dissatisfaction with a service or product related to a quality mark registered with the Quality Mark Register.

3. Information to the complainant

Of course it is important that your way of working as a quality mark owner/participant in the handling of a complaint is brought to the attention of the complainant in an appropriate way. This is the first step you must take as a quality mark owner/participant: provide the complainant with correct information about the way in which you deal with any complaints and which paths are open to the complainant if the complaint is not resolved (to his/her satisfaction).

4. Steps to be followed

A complaint to you as a quality mark owner/participant, a complaint to the quality mark committee or a dispute with Zero Waste Certification or otherwise must always be handled correctly and carefully.

If a complaint is not resolved in the sense that the complainant and the owner/participant of the quality mark together cannot reach an agreement, then the complainant has the option of submitting a formal complaint to the quality mark committee of the relevant quality mark, or to the quality mark committee of the Quality Mark Register/Keurmerk Nederland.

The following steps are followed:

1. First level: The handling of a complaint from a complainant (whether orally or in writing) by the quality mark owner/participant. As soon as the complainant has filed a complaint, the quality mark owner/participant will handle the complaint. Try to handle complaints as

effectively as possible, because handling complaints can cost a lot of money and time for both you and the complainant. Moreover, slow, clumsy handling can in itself cause additional irritation. Both the complainant and the quality mark owner/participant benefit from a quick and appropriate settlement.

2. Second level: if the complainant and the quality mark owner/participant have not reached an agreement, the case can be submitted by the complainant as a complaint to the relevant quality mark committee of Zero Waste Certification. The quality mark committee will then give its opinion, which is binding for both the quality mark owner, quality mark participant and the complainant.
If the quality mark in question does not have a committee, step 2 must be skipped.
3. If one of the parties does not agree with the decision of the quality mark owner/participant or the quality mark committee, the dispute may be submitted to the Supervisory Board of the Quality Mark Register within six weeks of the date of this decision.
4. The Supervisory Board shall make a guiding decision within six weeks of notification and notify this in writing to those concerned. Periodically, the quality mark committees report a summary of the complaints dealt with to the Supervisory Board of the Quality Mark Register.

5. Toelichting van het aanmelden van de klacht bij de keurmerkcommissie

Registering the case with the quality mark committee

If the complainant and the quality mark owner/participant have not reached a solution together, the case must be reported by the complainant to the quality mark committee.

The composition of the quality mark committee is laid down in the quality mark committee protocol. No person from an organisation to which the complaint relates may participate in the handling of the complaint.

The quality mark committee can declare a complaint founded or unfounded.

You can report to the quality mark committee. This can be done by email to info@zerowastecertification.nl.

Reporting the case to the Supervisory Board of the Quality Mark Register

If one of the parties does not agree with the decision of the quality mark committee, it may submit the case in writing as a dispute to the Supervisory Board of the Quality Mark Register. The task of this Supervisory Board in this case is to make a ruling that is binding on both parties, which will in any case involve checking on whether the owner/participant of the quality mark in question has complied with all the requirements of the quality mark and the quality requirements of the Quality Mark Register.