



Aqua for All

Complaint Procedure

Complaint Procedure Aqua for All Foundation

This complaint procedure is an integral element of the Aqua for All Foundation quality control system. The purpose of the procedure is to give the Aqua for All Foundation's external stakeholders and internal employees the opportunity to submit a complaint pertaining to the work methods or services of Aqua for All, or about the performance of Aqua for All's employees or experts mediated for third parties.

Complaints and complaint procedure, general

A complaint may be submitted by any external natural person or legal entity.

In the context of this procedure, a complaint is any expression of dissatisfaction submitted in writing by or on behalf of a plaintiff with regard to the services or work method of the Aqua for All Foundation in general or the actions or negligence of individual employees, management or Supervisory Board and/or by third-party experts mediated by Aqua for All.

- Complaints must be submitted in writing to: Aqua for All Foundation, Spaarneplein 2, 2515 VK The Hague, with reference to Complaint and type of complaint (see below) and to the attention of the Office Manager. The Office Manager will make sure the right person (Operational Manager, or Confidential Contact Supervisory Board, see below) will receive the unopened letter.
- The complaint will be processed by the Operational Manager, Director¹, or the Confidential Contact Supervisory Board. One of the aforementioned will send a written confirmation of the complaint within one work week. The receipt confirmation will also provide information about the complaint procedure and the deadline for settlement of the complaint.
- The complaint will be processed within six weeks of the receipt of the complaint letter, with the possible extension of the deadline by four weeks in order to conduct any investigation necessary to process the complaint.
- The person processing the complaint will hear both sides: the plaintiff and the subject of the complaint will both be given the opportunity to tell their stories.
- The resolution of the complaint will be communicated in writing; both the plaintiff and the subject of the complaint will be informed of the resolution.

Complaints and resolution, specific

We differentiate between four types of complaints, each with its own resolution process. In principle, there are three officials involved in this procedure: the Operational Manager, the Director and the designated point of contact complaints / Confidential Contact within the Supervisory Board of Aqua for All.

Type A complaint. Subject: Procedures

Complaints with regard to the procedures implemented by Aqua for All personnel, such as related to drawing up contracts, quality measurement, application rejections, monitoring & evaluation and other types of services that are part of the Aqua for All work processes.

Processing: complaints pertaining to the procedures implemented by Aqua for All personnel will be dealt with by the Aqua for All Operational Manager. The Operational Manager will take measures to improve the Aqua for All quality control system if necessary. The Operational Manager reports to the Director. The Director reports to the Confidential Contact (member Supervisory Board).

Type B complaint. Subject: Integrity

Complaints pertaining to the integrity of the personnel and the experts mediated by Aqua for All during the implementation of the tasks, and which are relevant to these tasks. This includes issues such as fraud or behavioural issues.

Processing: in processing complaints related to integrity, a distinction is made whether the director is involved or not. Complaints pertaining to the integrity of the staff and/or experts in which the Director is not involved, will be dealt with by the Director. The Director reports to the Supervisory Board. If the complaint pertains to the Director himself, then the complaint will be submitted to the Confidential Contact within the Supervisory Board. The Confidential Contact will then inform the Director at its own discretion.

Type C complaint. Subject: Confidentiality

Complaints about confidential issues pertaining to Aqua for All, its staff and any experts mediated by Aqua for All, which do not have a direct relationship to the work or activities performed by this person on behalf of Aqua for All, such as suspected theft of funds or facts that may be harmful to the organisation's reputation.

Processing: complaints pertaining to confidential issues will be dealt with by the Confidential Contact within the Supervisory Board. The Confidential Contact will inform the Director at its own discretion.

Type D complaint. Subject: Internal complaints

Complaints within the organisation, such as those between individual staff members, experts mediated by Aqua for All and/or the Director.

Processing: internal complaints will be dealt with by the Management Team. The Management Team consists of four Aqua for All staff members. The person submitting the complaint may decide to which member(-s) of the Management Team he/she wishes to submit the complaint. To ensure the safety of the employee appropriate processing is determined depending on the nature and scale of the internal complaint. If necessary, the Director and/or (Confidential Contact within) the Supervisory Board will be informed.

Other provisions pertaining to processing complaints.

The complaint procedure will be clearly communicated to the stakeholders and the internal organisation.

1. The processing of complaints and questions will be recorded in the Aqua for All Complaints and Questions Registration template. Complaints and questions will be archived by the Operational Manager in the quality control system, unless they are of a confidential nature. The Confidential Contact Supervisory Board will archive confidential complaints and their resolutions.
2. The Director will evaluate the severity of complaints submitted by stakeholders (external, types A, B & C), inasmuch as these complaints do not pertain to the Director himself. For complaints originating from the organization itself, concerning the organization or complaints about the Director, the assessment of the gravity of the complaint lies with the Confidential Contact (member Supervisory Board).
3. The subject of complaints retain the right of appeal up the hierarchy: Operational Manager, Director, Confidential Contact Supervisory Board. If a complaint is initially submitted to the Confidential Contact, then the appeal may be made to another member of the Supervisory Board (secondary Confidential Contact).
4. Aqua for All is a learning organisation. Complaints and complaint resolution help lead to improvements to our work and work processes. The quality control system as a whole, and the complaint procedure specifically, are important tools for helping to build a better organisation.



Aqua for All

¹ The Director and Operational Manager are staff members; the Confidential Contact Supervisory Board internal.