

Definitions

1. The contractor: de Werff
2. The client: The natural or legal person who orders the contractor to deliver services.

Complaints procedure

1. The Contractor intends at all times to refute and / or resolve a complaint or dispute with the Client in mutual consultation and to the best of their ability to mutual satisfaction. You can address your complaint to Paula van der Werff, info@dewerff.net. Within 1 week you will receive a confirmation of receipt of your complaint. We will try to find a solution within 4 weeks. If more time is needed, you will be informed within these 4 weeks.
2. If the client nevertheless still has a complaint against the contractor in accordance with 1, he / she can turn to the Dutch Foundation for Consumer Complaints Boards. More information about the Dutch Foundation for Consumer Complaints Boards can be found in article 16 of the [General Terms and Conditions](#).
3. A complaint will always be treated confidentially by both the contractor and the client.
4. A settled complaint is kept in the appropriate file for a period of 1 year.