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Complaints Procedure

1 Introduction

ManualMaster wants customers to be satisfied with our services. That is why we pay constant attention to the quality of our relationship and cooperation with customers. In the English language there is an expression: *You cannot make an omelette without breaking eggs*, which means that one is the inevitable consequence of the other. The inevitable consequence of people doing their job is that mistakes may be made and misunderstandings may occur.

If you are dissatisfied with our services, with one of ManualMaster's employees or with any other aspect of our organisation, we would like to know about it as soon as possible, so that we can find an appropriate solution.

2 Personal conversation

In our experience, a situation that has arisen can often be resolved during a personal conversation. If you are dissatisfied at any time, please contact us by telephone so that we can discuss the problem directly or schedule a personal conversation.

If your dissatisfaction concerns a specific person within our organisation, we would prefer that you first attempt to reach a solution with the person concerned. If this is not possible, or if you have reasons for not doing so, please contact José Wienese or, in her absence, Hugo Bakker.

3 Official Complaints Procedure

If a conversation does not solve your problem or if you feel that your complaint does not lend itself to a personal conversation, you can submit your complaint to us in writing, stating that you wish to have it handled in accordance with our official Complaints Procedure.

In order to process your complaint quickly and carefully, please describe your complaint in as much detail as possible:

- What is the problem?
- Whom does it concern?
- When did it occur? How long has it been going on?
- Did it happen once or several times?
- If you have an idea for a possible solution or the response you want from us: What would this be?



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- Did you have personal contact with one of our employees prior to your written complaint? If so, with whom? What was the result?
- Please state clearly who within your organisation is our contact person for handling your complaint and on what telephone number and e-mail address he/she can be reached.

You can send your official letter of complaint to ManualMaster, De Wederik 4, 3355 SK Papendrecht, for the attention of Ms José Wienese and Hugo Bakker or to j.wienese@manualmaster.com

You can also choose to make your complaint by telephone to one of our employees. Please explicitly mention that you want the complaint to be handled through our official Complaints Procedure. The employee will record your complaint in writing and send it to you by e-mail. We will then ask you to agree to the accuracy of this record, after which we will proceed to handle your complaint.

4 Process

The process is as follows:

José Wienese or Hugo Bakker will handle your complaint as soon as possible, with the objective of resolving your complaint within three weeks.

This process is as follows:

- You will receive written confirmation of your complaint.
- José Wienese or Hugo Bakker will contact you personally. During this conversation, you may be asked to explain your complaint and provide further information. In addition, the next steps will be discussed with you.
- Then, if necessary, information is obtained from the person(s) involved.
- On the basis of the information obtained, discussions will be held with all concerned in order to reach a satisfactory solution.
- After completion of the process, you will receive written confirmation of the solution.
- During the process, you will be kept informed of the progress. If your complaint is not resolved within the three-week period, you will be informed of the reason for this.