

## COMPLAINTS PROCEDURE OMNIDRONES B.V.

### Article 1: In these regulations, the following definitions shall apply:

1. Training institution; **OmniDrones B.V.**
2. Authority in charge: Accountable manager, **Egbert Swierts**
3. Independent third party referred to in Article 8; **Jaap Pastoor**
4. Complainant: a (former) pupil/participant/student, parent/guardian/carer of
5. Respondent: (a member of) the staff, (a member of) the management, the competent authority or any person or body otherwise functionally involved with the school or institution, against whom a complaint has been made;
6. Complaint: complaint about (failed) conduct and decisions of the defendant.

### Article 2: Preliminary stage of complaint filing

1. A complainant who experiences a problem at or with the institution shall contact the person who caused the problem, unless the nature of the problem prevents it.
2. If the contact does not lead to a solution, the complainant submits the problem to the competent authority within the institution for resolution through the online complaint contact form [klachten@omnidrones.nl](mailto:klachten@omnidrones.nl) found at [www.omnidrones.nl/contact](http://www.omnidrones.nl/contact)
3. The complainant is invited by the competent authority to discuss the problem.
4. If the problem has not been or is not resolved, a complaint may be filed as referred to in Article 4.

### Article 3: Information on the complaints procedure

The competent authority shall ensure that these complaints regulations with the contact details of the competent authority and independent third party are accessible by publishing them at least by means of auto-replay on the online complaints contact form [klachten@omnidrones.nl](mailto:klachten@omnidrones.nl) to be found at [www.omnidrones.nl/contact](http://www.omnidrones.nl/contact)

### Article 4: Filing a complaint

1. The complainant may file a complaint with the competent authority by emailing it to: [klachten@omnidrones.nl](mailto:klachten@omnidrones.nl)
2. The notice of complaint shall contain at least:
  - a. the name and address of the complainant;
  - b. the name of the respondent and the name and address of the institution to which the complaint relates;
  - c. A description of the complaint and the date/period to which it relates;
  - d. copy of the documents relating to the complaint;
  - e. the date.
  - f. subject mail: complaint.
3. The complaint should be filed within one year of the conduct or decision.
4. The complainant may be assisted by an authorised representative when lodging and handling the complaint.
5. The competent authority shall acknowledge in writing the receipt of the complaint.
6. The complaint will be considered by the competent authority; a response will follow within four weeks.

#### **Article 5: Handling of the complaint by the competent authority**

1. If the complainant submits his complaint to the competent authority, it can handle the complaint itself.
2. In such a case, the competent authority shall notify the complainant and defendant what steps it will take to deal with the complaint.
3. If, in the opinion of the complainant, the competent authority's handling of the complaint did not lead to a solution, the complainant may submit the complaint to the independent third party.
4. If the competent authority does not handle the complaint itself, the competent authority refers the complainant to the independent third party.

#### **Article 6: The complaints committee**

1. The competent authority: Accountable Manager Egbert Swierts, Postal address: Industrieweg 1, 9402 NP Assen T: 0592 - 868 218 E: [egbert@omnidrones.nl](mailto:egbert@omnidrones.nl) W: [www.omnidrones.nl/contact](http://www.omnidrones.nl/contact)
2. Independent third party: Jaap Pastoor, Postal address Heklanden 39, 9407 PK Assen E: [jpastoor2015@ziggo.nl](mailto:jpastoor2015@ziggo.nl)

The independent third party works exclusively on behalf of the competent authority.

#### **Article 7: Provision of information to the independent third party**

Staff employed or contracted by the competent authority shall be obliged to provide information requested by the independent third party and to respect confidentiality regarding the request and the provision of information. These obligations also apply to the competent authority.

#### **Article 8: Independent third-party opinion**

1. The independent third party's opinion is binding and will be shared in writing by the competent authority with the complainant, the respondent, the director of the institution concerned and the independent third party within four weeks of receipt. This will also give reasons as to whether it will take action in response to that opinion and, if so, what action.
2. This period may be extended by up to four weeks. The competent authority shall give reasons for such extension to the complainant, the respondent, the director and the independent third party.

#### **Article 9: Confidentiality**

1. Everyone involved in the filing and handling of the complaint is obliged to observe confidentiality.
2. The obligation of confidentiality remains even if the person concerned is no longer covered by the complaints procedure.

#### **Article 10: Amendment of the regulations**

This regulation may be amended by the competent authority.

#### **Article 11: Other provisions**

1. In cases not covered by the scheme, the competent authority will decide. This complaints scheme came into force on 18 February 2019
2. The file following a complaint will be kept for at least one year after settlement.