

Grievance procedure

The preferred course of action is to try and resolve the grievance informally and face to face with the Artesc person in question. When this does not yield a satisfactory result, Gijs Meeusen, the owner of Artesc, will be included in the conversation.

If the issue remains unsolved, or formalisation of the complaint is preferred, Artesc uses the following grievance procedure:

1. Complaints regarding the execution of a contract need to be put in writing clearly and in full. Complaints should be raised in due time, and no later than 3 months after the work was completed. Complaints can be sent via email; gijs.meeusen@artesc.rog or post to:

Artesc
fao Gijs Meeusen, owner
Hezelaarsestraat 22
5289 NJ Liempde
The Netherlands

15.2 The owner of Artesc takes the responsibility of handling a complaint. Confidentiality is always guaranteed.

15.3 Artesc will send the complainant an acknowledgement of their complaint within 14 days of its receipt. A final response will be provided within 21 days of receipt. If a complaint warrants longer investigation times, Artesc will provide an acknowledgement of receipt within 14 days, with an indication of when the company expects to be able to provide a final response.

15.4 The complainant can appeal in writing against the final response to a complaint, after which an independent appeal authority, to be agreed upon by both parties, will assess the complaint and its final response.

15.5 Artesc is bound by the judgment of the appeal authority. Any consequences will be dealt with as swiftly as possible, and within no more than 4 weeks

15.6 Complaint registrations are kept on file for at least 12 months.

15.7 If a complaint turns out to be unfounded, any and all costs arising from the matter, including investigation expenses on the part of Artesc, will be borne by the complainant.

