

## Complaints procedure

### 1. First step

Complaints are preferably first discussed verbally with Artesc stakeholders to see if a solution can be reached. If this fails, one of the owners of Artesc will be involved. If it is still not possible to reach a solution or if it is preferable to formalise the complaint, Artesc will apply the following complaints procedure:

### 2. Term and address

Complaints about the execution of the agreement can be submitted up to 3 months after the execution of the work, fully and clearly detailed (by post, by e-mail or via the website) to:

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

### 3. Confidential nature of complaint

The complaint will be handled confidentially. This is the responsibility of the owners of Artesc.

### 4. Confirmation and response term

Complaints submitted will be confirmed within 14 days of receipt and answered within 21 days. If a complaint requires a foreseeable longer processing time, Artesc will reply within the 14-day period with a message of receipt and an indication of when the petitioner can expect a more detailed answer.

### 5. Objections

The complainant may enter into a written appeal against the reply, after which an independent third party evaluates the complaint and the reply. In case of objections the complainant can contact Jacqueline Thijssens – Thijssens Advies - Nieuwstraat 17, 5271 AB Sint-Michielsgestel – The Netherlands -Telephone 0031 73 553 0395 – email [info@thijssensadvies.nl](mailto:info@thijssensadvies.nl)

### 6. Appellate body - judgement status

The judgement of the independent third party is binding for Artesc; any consequences will be dealt with as soon as possible, but at the latest within four weeks.

### 7. Storage term

Registered complaints are kept for at least 12 months.

### 8. When complaints are deemed unfounded

If it is established that a complaint is unfounded, then any costs incurred, including research expenses on the side of Artesc, are integrally borne by the complainant.

