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

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.