

Appendix 2:

COMPLAINTS FORM

SCHUNCK has a complaints procedure in place. SCHUNCK management is obliged to investigate and handle complaints. The complaints form can be requested by phone on +31 (0)45 5772200 and sent to SCHUNCK/Attn. Manager Publiek&Informatie/Bongerd 18/6411 JM/Heerlen. Complaints will not be processed until all personal details have been fully and faithfully filled in.

Company name	
First name and surname	
Address	
Postal code/city	
Telephone number	
Email address	

For a speedy and considered settlement of your complaint, we ask you to describe your complaint as specifically as possible: what is the nature and the scope of the problem, what and/or who does it involve? How long has it been going on? Has it occurred only once or more often? Date(s) of the incident.

Description of complaint(s):

If relevant, if you have an idea how this might best be solved or addressed: What would this be?

Desired solution/response:

Have you already had telephone contact about the complaint and, if so, with whom? And what was the outcome of this?

Date: / /

Signature: