

COMPLAINTS PROCEDURE

KONINKLIJKE NEDERLANDSE REDDING MAATSCHAPPIJ

The KNRM would like to hear from donors, people seeking help, volunteers or other relations – for whatever reason - are dissatisfied with our work, communication and/or activities. First of all to be able to correct any error (as far as possible), but also to continue to improve our procedures or working methods.

WHAT DOES KNRM MEAN BY A COMPLAINT?

The KNRM understands a “complaint” to be any (oral or written) expression of dissatisfaction by a person or body about (i) the policy and/or positions of the KNRM or (ii) about a specific expression, act or behavior of (an employee or volunteer) of the KNRM.

How do complaints come in?

- Via our online complaint form or by e-mail to [info@knrm.nl]
- By telephone [0255 548454] or by post [Haringkade 2, 1976 CP IJmuiden]

Nature of the complaints

We roughly divide the complaints received into the following categories:

- complaints regarding our policy;
- complaints regarding our organization;
- complaints regarding our marketing and fundraising;
- complaints regarding the navigation of our lifeboats or our rolling stock;

Depending on the nature and complexity of the complaint, our secretarial staff will answer the complaint themselves or arrange for a relevant staff member to respond.

How are complaints handled?

The KNRM tries to answer telephone complaints immediately or, if necessary, to call back the person who submitted the complaint or have it called back as soon as possible.

We answer questions received by e-mail or letter as soon as possible, but in any case within 14 days of receipt.

If a person or body is dissatisfied with the way in which the KNRM has handled a complaint, this can be reported to the team leader secretariat via secretariaat@knrm.nl. We will respond to this within 10 days at the latest.

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social media

Complaints on social media about the KNRM are handled as soon as possible by our social media team. Some statements can be too personal to deal with via social media. In these cases, you will be referred to the complaints procedure.

Registration and reporting

The KNRM registers all complaints, including anonymous complaints. Complaints are kept for five years, unless an interim request for removal is submitted. Complaints are reported to the management team based on the nature of the subjects.

Central Bureau for Fundraising

The KNRM is recognized by the CBF. The CBF supervises the functioning of charities. Individuals and organizations can also submit complaints here. The CBF will only handle complaints if they have first been submitted to the KNRM.