

Confinant Complaints Procedure

1. General

1. In order to guarantee, in accordance with the 'Detailed Quality Systems Regulations (DQSR), that persons from outside our organisation and persons working for or associated with our organisation are able to raise alleged violations of the quality policy or the system of quality control within or (partly) outside our organisation without endangering their legal position, Confinant offers a complaints procedure. This complaints procedure results in complaints being handled and recorded carefully, confidentially and in a timely manner. This complaints procedure also ensures that when a complaint turns out to be valid, the alleged violations are addressed timely with the appropriate measures, with the aim of preventing repetition.
2. The complaints procedure is published on our website and in our quality system.
3. The partners of Confinant guarantee that employees who have filed a report to the quality officer based on this complaints procedure, will not be negatively impacted as a result of the report in terms of their activities at our organisation or their career as a whole.

2. Scope

This complaints procedure applies to the following situations:

1. Actions that lead to criminal offenses by Confinant or its employees;
2. All actual or suspected violations of rules and regulations by Confinant or its employees;
3. All actual or suspected violations of the quality policy and/or the quality assurance system of Confinant by its employees;
4. (Imminent) intimidation by colleagues or managers;
5. (Imminent) unlawful destruction or manipulation of data or information;
6. All situations deemed to qualify for reporting to the quality officer by a reporting party.

3. Procedure

- 1.** In the case of a situation that is covered by the scope of this complaints procedure, the reporting party can file such a report to Confinant's quality officer;
- 2.** Reports filed under this procedure, whether by internal or external persons, can only be submitted by email: ninke.riemersma@confinant.nl.
- 3.** The quality officer confirms their receipt of the report to the reporting party within five business days. In addition, the quality officer informs the reporting party how and within what time frame the report will be processed. This time frame is limited to three weeks after receipt of the report.
- 4.** The quality officer informs the reporting party of the result of their report and, if applicable, what measures have been implemented, within a time frame of no more than three weeks. If this time frame cannot be upheld, the quality officer informs the reporting party and indicates the time frame for the report to be processed.
- 5.** The quality officer treats reports related to (imminent) violation of rules and regulations, Confinant's quality policy and/or quality assurance system, confidentially at all times.

4. Confidentiality

- 1.** The report itself, any correspondence related to it, its processing and administration are all treated confidentially with regards to the personal details of the reporter, unless the reporter exempts the quality officer from his confidentiality obligation.