

Cultural Emergency Response (CER)

Complaints Procedure

Complaints can be initially directed to the Director of Cultural Emergency Response (CER). If this does not lead to an acceptable solution, it is possible to present a reasoned complaint to the Board of CER.

An official complaint must be signed and include the following information:

- Date of submission
- Name and address of the person submitting the complaint
- Function (if relevant)
- Relation to CER
- The specific complaint
- Substantiation or motivation of the complaint

If the letter of complaint does not meet the requirements mentioned above, the notice is returned with a request to add the missing data.

Within 30 days of receipt of the full complaint, the Board must assess the complaint and prepare a decision based on the nature of the complaint, and if necessary, take action. For example, the Board may deem it necessary to contact the person who submitted the complaint, the Director, and/or an employee of CER.

The board will send a copy of the official complaint and later a copy of the decision after examining the complaint to the Director of CER. All written objections are recorded in the register of complaints. The register also includes the handling of complaints, namely the date and content of the decision.

Complaints can be addressed to:

Cultural Emergency Response
Herengracht 474
1017 CA Amsterdam
Netherlands

Attn. the Director or the Board