

Matchis' Complaints Procedure

Filing a complaint

The care of our donors is given top priority at Matchis. Still, it could well be that you are dissatisfied with the assistance or the care that you have been offered. If you are dissatisfied, then we want to hear about it. This will give us the chance to find a solution, together with you. It also helps us to improve the quality of the care and service we provide. We always take your complaint seriously.

First discuss your complaint with the member(s) of staff involved

If you are dissatisfied with the service or treatment provided by one of our members of staff or by one of our departments, we ask you to first discuss this with us personally. By starting a conversation, we can make sure that we fully understand the given situation. This conversation can make everything perfectly clear-cut and this usually resolves any uncertainties straight away. We trust that together we will be able to find a solution.

Handling complaints and the complaints officer

Is your complaint still unresolved or would you rather not have any contact with the member of staff involved? Then you can file a complaint using our [contact form](#). You will receive a reply from us within 2 weeks of filing your complaint and we hope that we can work together with you so that we can offer you a solution to the problem within 6 weeks.

A complaint can also be made to the complaints officer. The complaints officer is a Matchis employee, but will act as an unbiased, independent link in the process, and will further help you to find a solution. Also, a complaints officer can help when trying to clarify your complaint and can provide you with guidance during a meeting with the people involved. If you would like to consult our complaints officer, please let us know when you initially file your complaint.

Arbitration Board

Having received help from our complaints officer, if you are still dissatisfied with the result, or if you feel that your complaint has not been resolved to your satisfaction, you can file your complaint with an independent arbitration board '[De Geschillencommissie](#)'. To file a report with the arbitration board, it is very important that you have first tried to find a solution with us by following the above-mentioned steps. If these steps have not been followed correctly, the arbitration board will not be able to consider your complaint. A description of how the procedure works, step by step, and what the requirements are, can be found on the arbitration board's website.