

Orange Corners complaints procedure

Do you have a complaint about the (local) Orange Corners programme? Have you already discussed it with the local implementing partner but weren't you able to find a satisfiable solution? Or is there another reason why you don't want to or can't discuss this complaint with the local implementing partner?

Via the procedure below, you can file your complaint along with your contact details. We emphasise that all contact details and content of the complaint will be filed confidentially. After the complaint is filed, it will be read by the programme coordinator of the Orange Corners HQ (or in case the coordinator is out of office, a selected senior programme advisor), who will discuss the complaint with the Orange Corners HQ advisor of the programme in question.

We aim to respond within 5 working days by e-mail, to discuss the cause of the complaint and try to resolve it to your satisfaction. Depending on the nature of the complaint we'll discuss it with the parties involved, and attempt to find a satisfiable solution. The handling of the complaint won't happen without the knowledge and approval of the complainant.

Complaint regarding sexual abuse, exploitation or harassment (SEAH)

In case your complaint concerns an issue of sexual abuse, exploitation or harassment (SEAH), we offer the opportunity to instead file a complaint directly with the confidante of Orange Corners HQ, Ms Ebelien Zweers, via ebelien.zweers1@rvo.nl. She'll read the complaint and similarly aim to respond within 5 working days by e-mail, to discuss the cause of the complaint and try to resolve it to your satisfaction.

Complaint about an Orange Corners HQ employee

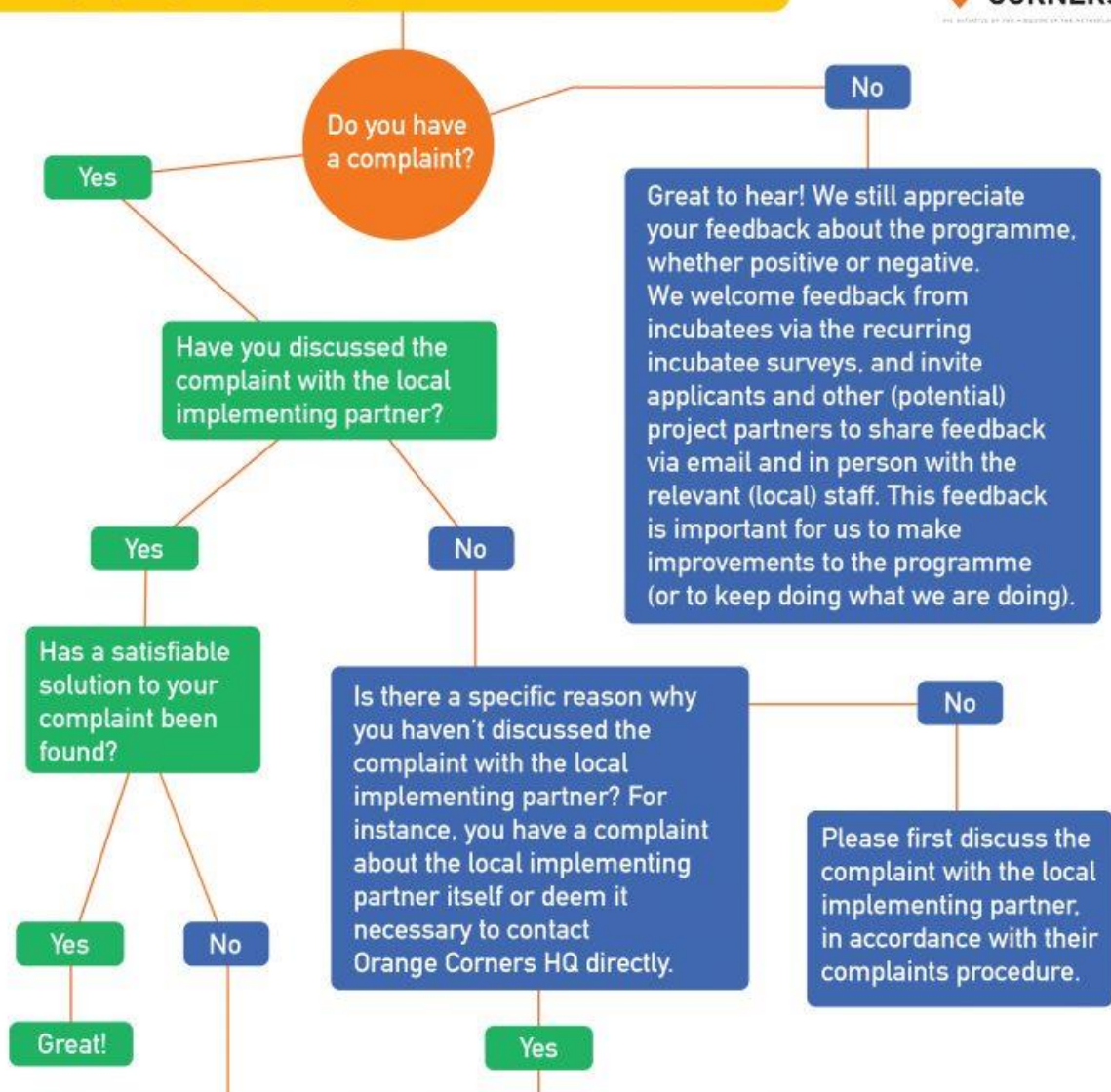
If a complaint concerns one of the Orange Corners HQ employees, it's possible to contact RVO (Netherlands Enterprise Agency) directly via the following link: [Filing a complaint | RVO.nl](#). You will read more about the procedure regarding filing such a complaint via this above link.

Accessibility

We request you submit your complaint via the webform below, in English. This way we can gather all complaints in a single location for future reference. If there are concerns regarding the accessibility of the webform, you can send an e-mail to the Orange Corners HQ programme coordinator, Erik Parigger, via erik.parigger@rvo.nl.

We can then discuss an appropriate solution, for instance by receiving the complaint by e-mail or during a telephone conversation.

Step by step complaints procedure - in schematic form



Please fill in the complaints form on the Orange Corners website. After the complaint is filed, it will be read by the programme coordinator of the Orange Corners HQ (or in case the coordinator is out of office, a selected seniorprogramme advisor), who will discuss the complaint with the Orange Corners HQ advisor of the programme in question. We aim to respond within 5 working days by email, to discuss the cause of the complaint and try to resolve it to your satisfaction. Depending on the nature of the complaint we will discuss it with the parties involved, and attempt to find a satisfiable solution. The handling of the complaint will not happen without the knowledge and approval of the complainant. All complaints will be handled confidentially. There are separate procedures that can be followed in case your complaint concerns sexual abuse, exploitation and harassment (SEAH) or if you have a complaint about an Orange Corners HQ employee.