



CBB complaint regulations

1. A complaint about the CBB's services is submitted by telephone or in writing to the CBB management. There is a special e-mail address for this purpose, namely klachten@cbb.nl.
2. The CBB will acknowledge receipt of the complaint in writing (by email or post) within 2 working days - possibly in a modified reading form - and will enclose a copy of these Regulations and state in writing that the complainant will be contacted within 10 working days from the date of receipt of the complaint. If the CBB expects that investigation of the complaint will take longer than 10 working days, the complainant will be informed in writing.
3. The CBB shall investigate the complaint.
4. The CBB shall inform the complainant by telephone or in writing of the outcome of the investigation of the complaint. If the complainant has been informed of the outcome by telephone, this will be confirmed to the complainant in writing.
5. If the parties fail to reach an agreement, the CBB will engage an independent agency. The costs thereof shall be borne by the CBB.
6. Complaints and their handling will be reported in the annual report for the year in question.

These Complaint Regulations were adopted by the CBB in Ermelo on March 25, 2014.