

Complaints Protocol Stichting Jeugd met een Opdracht



Preamble

This Complaints Protocol has been drawn up by Stichting Jeugd met een Opdracht (referred to as JmeO).

JmeO is committed to acting in accordance with the Fundamental Values that form the DNA of the organization (see: <https://ywam.nl/wie/geloof-waarden>). Recognizing that mistakes can be made in a collaborative environment, the Board wishes to emphasize with this Complaints Protocol the importance it attaches to the opportunity for Complainants to submit their Complaint, as well as to the orderly handling and resolution by the Complaints Committee.

This Complaints Protocol has the following objectives:

- a. to do justice to the individual Complainant;
- b. to promote the quality of services provided by JmeO;
- c. to provide a clear and accessible complaints procedure;
- d. to handle complaints carefully and confidentially.

This Complaints Protocol contains provisions regarding how a Complaint is handled and resolved.

Definitions

In this protocol the following words are understood to mean:

- a) Board:** the Board of the Foundation, as intended in article 4 of the Statutes of the Foundation;
- b) Executive Board:** the Executive Board of the Foundation, as intended in article 11 of the Statutes of the Foundation;
- c) Complaint:** an expression of dissatisfaction concerning the way in which the Complainant has been treated by one or more volunteers and/or staff members of JmeO, or by JmeO as such. The dissatisfaction can be related to operations and/or decisions, or on the absence thereof, with respect to the Complainant, and to the pursued policy and the implementation thereof;
- d) Complaint Committee:** the committee appointed by the Executive Board of JmeO, which treats the Complaint and sends reports regarding the process to the Complainant and the Board;
- e) Complainant:** a natural person or legal person who lodges a Complaint against JmeO, where needed represented by a deputy or a legal representative;
- f) Complaints Officer:** the person appointed by the directors to receive and handle complaints;
- g) In Writing:** by letter or email;
- h) Foundation:** the foundation Stichting Jeugd met een Opdracht, registered at Heerde and at the Chamber of Commerce East Netherlands under number 41038284.

Filing a Complaint

A Complainant can file a Complaint with JmeO in the following ways:

- a) by letter: addressed to the JmeO Complaints Officer, postal address: Mussenkampseweg 32, 8181 PK Heerde, Netherlands, with the subject line "Complaint";
- b) by email: ask@ywam.nl, with the subject line "Complaint".

Complaint Handling Process

Initially, the foundation always encourages informal handling of an incoming Complaint. This involves a meeting with the Complaints Officer and the Complainant, and, where possible, the other parties involved.

Alternatively, the Complaints Officer may speak with both parties individually, leading to a resolution of the Complaint.

After the informal procedure, the Complainant can still choose to file a formal Complaint. The complaint process therefore always consists of two parts:

The first is seeking an informal solution, and if that proves insufficient, filing a formal Complaint.

Conditions for JmeO to Handle a Complaint

- Anonymous complaints will not be processed.
- A Complainant can file a Complaint up to one year after the occurrence of the fact or event about which the Complaint is made.*
- There are no costs associated with filing, handling, and settling a Complaint.
- By filing a Complaint, the Complainant accepts the contents of this Complaints Protocol.

*However, if, for legitimate reasons, a complaint is filed after one year, the complaint officer and possibly a complaint committee will process the complaint according to paragraph "Handling an informal complaint" below. The officer will first weigh the eligibility of the complaint and inform the complainant within 4 weeks whether the complaint will be officially dealt with.

Informal Complaint Handling

If possible, the Complainant will receive written confirmation of receipt from JmeO within seven business days of submitting the Complaint to JmeO.

The Complaints Officer will contact the Complainant and discuss the nature of the Complaint by phone or email.

The Complaints Officer will discuss the possibility of informally discussing the Complaint with the involved parties.

The foundation encourages informal discussion of complaints with the person involved or manager first. We hope that this discussion will be satisfactory and the Complaint can be resolved informally.

If the informal handling process does not lead to a solution or the Complainant is not satisfied with it, the Complainant can file a formal Complaint.

Formal Complaint Handling

A formal Complaint must be submitted by the Complainant to the Executive Board of Stichting Jeugd met een Opdracht as follows:

A Complainant can submit a Complaint to JmeO in the following ways:

- a) by letter: addressed to the Executive Board of Stichting Jeugd met een Opdracht, postal address: Mussenkampseweg 32, 8181 PK Heerde, Netherlands, and with the subject line "Formal complaint";

b) by email: ask@ywam.nl and with the subject line "Formal complaint".

In this formal Complaint, the Complainant must at least describe:

- that it is a formal Complaint;
- the nature of the Complaint;
- the reason for submitting a formal Complaint to the Executive Board of the Foundation (what has not yet been satisfactorily resolved).

When submitting a formal Complaint, the Complainant must provide at least the following information:

- a) the contact details of the Complainant (name, telephone number, and email address);
- b) the nature and a clear description of the Complaint.

Exception: if the Complaint concerns the Executive Board, the Complainant can contact the Board of the Foundation directly, via ask@ywam.nl, stating 'Formal complaint'.

1) Handling a Formal Complaint

The Executive Board of JmeO appoints an independent Complaints Committee.

1. A member of the Complaints Committee will contact the Complainant.
2. JmeO may request further information from the Complainant or third parties for the purpose of assessing and/or resolving the Complaint.
3. The Complaints Committee will interview the Complainant and the parties involved, and ideally, will arrange a meeting between the Complaints Committee and both parties.
4. The Executive Board will allow the Complaints Committee to hold additional discussions with other stakeholders within the foundation.
5. JmeO intends to handle the complaint within six weeks of its submission and will notify the complainant in writing.
6. This written response to the Complainant includes:
 - a summary of the Complaint;
 - a summary of the findings of the Complaints Committee;
 - a summary of the recommendations of the Complaints Committee for improving service provision.

However, if the Complaint cannot be resolved within six weeks, JmeO will notify the Complainant in writing, giving reasons, and specifying the additional timeframe within which JmeO will handle the Complaint.

Termination of Complaint Processing

A filed Complaint ends when:

- a) JmeO has processed the Complaint; this means that the Complaints Committee makes its report available to the Executive Board and a copy of it to the Board. In this report, the Executive Board can implement any organizational improvements after approval by the Board.
- b) the Complainant is notified in writing, stating the reasons, that a Complaint will not be processed further;
- c) the Complainant withdraws the Complaint.

Filing an Appeal and the Follow-up Process for a Formal Complaint

The Complainant can appeal the feedback of the Complaints Committee to the Board within 30 days of receiving the Complaints Committee's decision by sending an email to ask@ywam.nl.

When the Complainant files an appeal with the Board, the Executive Board will first have an informal conversation with the Complainant to determine whether a satisfactory outcome for handling the Complaint is possible.

If the Complainant remains dissatisfied with this conversation, the Board of the Foundation can re-establish a Complaints Committee. The board committee will follow the same steps (as described above). This outcome is no longer appealable.

2) Other Provisions

- a) JmeO shall create and maintain a file for each Complaint submitted to JmeO. The Complaints Committee and the Executive Board shall have access to this file at all times. As stated in our Data Protection Policy, these data shall not be retained for longer than is necessary;¹
- b) Any person involved in a Complaint and its handling under this Complaints Protocol shall treat the Complaint and all information obtained in connection with the Complaint as confidential, to the extent that it involves clearly confidential data;
- c) The handling of a Complaint by JmeO shall never, in itself, constitute an acknowledgement of liability on the part of JmeO;
- d) A member of the Complaints Committee shall withdraw from the handling of a Complaint if their impartiality cannot be guaranteed. In such case, the alternate member shall assume responsibility for the handling of the Complaint;
- e) In all cases not provided for in this Complaints Protocol, the Executive Board shall decide on the handling of the Complaint.

3) Adoption and Amendment of the Complaints Protocol

This Complaints Protocol is adopted by, and may be amended by, the Board.

This version of the Complaints Protocol was adopted by the Board on 24 february 2026.

¹ See JmeO Data Protection Policy (*Algemene Verordening Gegevensbescherming*, available in Dutch only on website), <https://ywam.nl/stichting-jeugd-met-een-opdracht>