

## COMPLAINTS FORM ENTITOE

We always try our best to provide the highest quality service, but there may still be instances when you are dissatisfied with our service. Please let us know if you have a complaint by filling in this form and sending it to [info@entitoe.nl](mailto:info@entitoe.nl).

Name	
Address	
E-mail	
Telephone	
Date	

**Which course or service does your complaint pertain to?**

**Please describe the nature of your complaint.**

**What kind of solution do you propose?**

### Procedure

- You will receive a confirmation of your complaint via e-mail within two working days.
- Entitoe may engage an independent external party to assess the complaint.
- Within two weeks of receipt, you will receive a substantive assessment of the complaint and a proposal for a solution via e-mail. If we are unable to provide you with a proposal within two weeks, for example because we need to investigate the complaint further, we will inform you of this within two weeks and explain the cause of the delay.

### Confidentiality

All complaints will be dealt with in strict confidentiality.

### Registration

All complaints and their resolutions are registered by us and the records kept for at least two years.