**Complaints Procedure Centre for Safety and Development**

In the case of a complaint you can direct your complaint to Centre for Safety and Development (CSD).

Below you will find the complaints procedure and the complaints form.

*1. Official*

The complaints form can be send by email to [backoffice@centreforsafety.org](mailto:backoffice@centreforsafety.org).

You will receive a confirmation of the receipt of your complaint from our Backoffice by email. They will ensure the registration and settlement of your complaint.

*2. Settlement Period*

Complaints will be settled as soon as possible and at the latest within 4 weeks of receipt of the complaint. If more time is needed to settle the complaint, the plaintive will be notified within 4 weeks with an explanation of the postponement. Additionally, an indication is given when the complaint will be settled.

*3. Confirmation Email*

Within 1 week of receipt of the complaint, you will receive a confirmation email stating:

* Confirmation of receipt of the complaint;
* Complaints Procedure;
* Settlement period of the complaint.

*4. Registration*

Complaints and their settlements shall be registered and kept for a minimum period of

1 year.

*5. Possibility to Appeal*

Against CSD’s decision appeal can be made with the Advisory Board. They will take the complaint into consideration.

The Advisory Board will make a decision within 4 weeks. This decision is binding for CSD and shall be implemented accordingly as soon as possible.

QUESTION/COMPLAINT FORM

Please use this form to tell us about your question/complaint and send it to [backoffice@centreforsafety.org](mailto:backoffice@centreforsafety.org). We aim to settle questions/complaints in a timely manner. You will receive a confirmation of receipt of your question or complaint within one week. Try to be as clear and complete as possible in describing your question/complaint. This will help us deal with it as quickly as possible. The contents of your question or complaint will be treated confidentially.

\* Fields with an asterisk are required

Customer Information:

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| --- | --- |
| Name:\* |  |

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| Address Line 1: |  |

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| Address Line 2: |  |

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| Town: |  |

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| --- | --- |
| Country: |  |

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| Email:\* |  |

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| Phone: |  |

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| --- | --- |
| Organization:\* |  |

I have a question/complaint about:

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| --- | --- |
| Course: |  |

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| --- | --- |
| Date course: |  |

My question/complaint concerns:\*

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This is my question/complaint:\*

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| --- | --- |
| Date: |  |

Any personal information you give us will only be used for the purposes of question/complaint mediation. You will not be placed on any mailing lists.