

Complaints Procedure CC Group

Why do we have this procedure?

We strive for the highest possible customer satisfaction. Answering questions and handling issues in a correct manner is of high importance to CC Group. The goal of this procedure is to arrive at a mutually satisfactory solution to your complaint. If possible we will do this together with you. We take your questions and issues seriously: we see this as a possibility to improve ourselves and optimize our service and business relation with you.

Should you have a question or encounter an issue, please contact your representative from CC Group before filing a complaint. If there is no representative, or you are unsure who your representative is, you can contact us via administratie@ccgroup.nl or +31 (0)88 448 2060.

Filing a complaint

Should CC Group not be able to answer your question or handle your issue to your satisfaction, you can submit a complaint by phone, mail or email with the Quality Coordinators.

Phone: +31 (0)88 448 2060

Mail: Attn: Quality Coordinators, Veraartlaan 12, 2288 GM Rijswijk, The Netherlands

E-mail: klachten@ccgroup.nl

A case will be opened and they will register your complaint in the Deviation Registry and handle your complaint.

Following your submitted complaint

Upon receipt of your complaint, The Quality Coordinators strive you handle and complete your complaint within fourteen days. First steps are to contact you and listen to your complaint. This will be followed up by contacting the involved employees at CC Group and address this complaint and discuss a possible solution. The Quality Coordinators will then determine if your complaint can be solved by us. If necessary the Quality Coordinators will consult the Directors.

If deemed possible, an appropriate solution will be suggested to you. Should the outcome show that we are not responsible for the underlying issue, we will still endeavor to find a solution in consultation with you.

Once the complaint has been handled appropriately, the case will be closed.

Internal procedures:

The complaint will be filed in our registry and our Deviation Registry. This registry will portray when and what deviations have appeared, and what the cause of these deviations has been. This is followed by a description of what corrections have been made and what measures have been taken regarding this deviation. Finally the result of the measure will be portrayed. The team of Quality Coordinators reviews the complaints in its assessments every six months and advises on this with regard to adjustment and any preventive measures.

These registrations and the handling of the Complaints Procedure are tested during internal and objective external ISO audits.