



Complaints protocol

General

Entrepreneurs who have an interest in this Pre-competitive dialogue can submit a complaint. These are interested entrepreneurs, (potential) Subscribers, subcontractors of (potential) Subscribers and sector organisations as well as sector-related advisory centres of entrepreneurs. Subcontractors may submit a complaint insofar as they do not complain about the relationship between the principal contractor and the subcontractor.

Handling complaints

1. Complaints can only be submitted by e-mail to klachten.inkoop@minienm.nl, with an indication of:
 - day of submission
 - the complainant's name, registered office and business register number
 - name and address details (including e-mail) of the complainant's contact person
 - title and TenderNed number of the proceedings which are the subject of the complaint
 - Name and address of the applicant's contact person
 - reasoned description of the complaint
 - description of the way in which the complaint can be remedied.
2. The person lodging the complaint shall make it clear:
 - that it concerns a complaint
 - what the complaint is about
 - how, in his or her view, the bottleneck could be overcome, and
 - whether the complaints procedure within the sense of Title 9.1 of the General Administrative Law Act (Awb) must be applied.
3. The Complaints Desk immediately confirms receipt of the complaint and informs the person who lodged the complaint of the further process of handling the complaint.
4. If necessary, the Complaints Desk may request additional information.
5. The Complaints Desk coordinates the intrinsic investigation within its own organisation.
6. The Complaints Desk offers the complainant the opportunity to explain the complaint verbally.
7. If the intrinsic investigation shows that the complaint is well-founded or partly-founded and corrective or preventive measures must be taken, or that the complaint is unfounded, the Complaints Desk advises the director responsible who makes a decision on the complaint.
8. The person who has lodged the complaint will be notified of the decision in writing as soon as possible, but no later than within 6 weeks. The other Subscribers will also be informed if the complaint is well-founded or partly well-founded.



9. If it sees reason to do so, the Complaints Desk may, before a decision is taken on the complaint, submit it to the Committee of Experts on Tenders for advice or mediation.

Following the decision of the Tender Contractor or in the absence of a timely decision, the person who has submitted the complaint may submit it to the Committee of Experts on Tenders.

Please note: A complaint about the subscription procedure must be submitted within 10 days of the publication of the TenderNed Tender Document. A complaint about a rejection of a Subscription must be submitted within 10 days of the date on which the rejection was sent. These periods are deemed expiry periods.

Submitting a complaint does not put a stop to the procedure, unless the Tender Contractor explicitly decides to suspend the procedure. A decision to suspend will be notified in writing.