

Appendix 9 – Complaint handling form tender Supply and Maintenance of Hydrogen Trains

You can submit a complaint relating to aspects of the tender procedure for the supply and maintenance of hydrogen trains by filling in this complaint handling form.

Examples of complaints that you can raise via the complaint form are:

- A complaint about a specific act or omission on the part of Arriva in this specific tender procedure that is in conflict with statutory provisions and/or with other regulations that apply to this tender procedure.
- Complaints about Arriva's actions regarding infringement of one or more of the principles of transparency, non-discrimination, equal treatment and proportionality applicable to tender procedures.

Please note:

If your complaint is a question or a request aimed at:

- **clarification of aspects of the tender procedure,**
- **implementation of a change in the tender documents,**

then we first request that you submit your question or request in good time, so that it can be answered in the Memorandum of Information (or, if applicable, in the Individual Information).

Such questions and requests must be made known to Arriva in the manner described in the tender documents.

If you disagree with the answers in the Memorandum of Information (or, if applicable, in the Individual Information), you can submit a complaint to Arriva by sending an e-mail to afdeling_inkoop@arriva.nl. This also applies if there is no response to your question/request in the Memorandum of Information and/or Individual Information.