

COMPLAINTS PROCEDURE

Do you have a complaint? Send us your complaint by email to info@etlnederland.nl or to: ETL Accountants en Adviseurs, Alexanderstraat 10, 2514 JL The Hague.

We will then discuss whether an appointment (telephone or personal) should be made to further examine or explain the complaint. Should the complaint concern an employee of the ETL office, we recommend that you first try to reach a solution with the person/office concerned. If that is not possible, please contact Brenda van den Burg-Brands in writing. If the complaint relates to the aforementioned person, you may contact Rosemarie Wielinga-de Winter RA.

A complaint has been filed. And now?

ETL handles your complaint with the utmost care and urgency. If we are unable to respond to the complaint within a short period of time, we will inform you of that. You can always ask for further information. It is our goal to handle your complaint within three weeks. After handling your complaint, we will send you a written confirmation of the procedure.

Taking into account the professional regulations, all steps taken and/or planned are documented. Of course, we treat the information you provide confidentially and carefully. Should it be necessary to seek external advice regarding the complaint, you will be asked to grant permission to make relevant information and/or documents available to the external party. We ensure that confidentiality of the relevant information and/or documents remains guaranteed.