

COMPLAINTS PROCESS

The IWC Amsterdam Executive Board welcomes feedback from our members. Whether a complaint, a concern, or a Code of Conduct violation, we are committed to ensuring that your comments are handled, honestly, efficiently, and effectively, leading to an improved experience for all members.

Please send any feedback to the Secretary at info@iwcamsterdam.com. She will provide clear and timely communication.

1. Please be as specific as possible in your initial communication, including the nature of the situation, specific issue, desired outcome, individuals involved, and any relevant dates or times.
2. The Board secretary will acknowledge and respond to you by providing information on what steps will be taken next and an estimated timeframe for resolution if required. She or another Board member may contact you for further clarification.
3. If this is the report of a complaint or possible Code of Conduct violation, rest assured that the issue will be thoroughly investigated to gather all relevant facts and information. This may involve interviewing involved parties, reviewing documentation, or conducting research as necessary.
4. Based on the findings of the investigation, steps will be taken to resolve the complaint satisfactorily. This could involve taking corrective action at Board level or implementing process improvements to prevent similar complaints in the future.
5. You will be kept informed of the progress of your complaint and notified once a resolution has been reached.
6. The details of the complaint, investigation, and resolution will be documented for future reference.