

Complaints procedure at Damage Care Europe

At Damage Care, we do everything we can to offer high-quality repairs every day. However, it may happen that you are not satisfied. We believe it is important that you can turn to us in such cases. That is why we have drawn up this internal complaints procedure. Your comments help us to improve the quality of our services.

Preliminary stage → direct

If you, as a customer, are dissatisfied with something, we appreciate it if you discuss this as soon as possible with the person involved or who was involved. This could be, for example, a receptionist or a claims specialist at your home, but also an employee on the phone who speaks to you.

By discussing your concern or dissatisfaction directly, you create the opportunity to reach a solution quickly. We appreciate this direct communication and assure you that we will handle your feedback carefully and discreetly.

Internal complaints procedure

If you are unable to resolve the matter together or are dissatisfied with the outcome, you can file a formal complaint with us. You submit a complaint by filling out the complaint form on the website. We always take complaints seriously and will contact you as soon as possible. We will investigate your complaint thoroughly and do our utmost to resolve it to your satisfaction. You can file a complaint with Damage Care regarding:

- the conduct of an employee or someone working on behalf of Damage Care.

You can only submit a formal complaint to us digitally, via the complaint form on the website. This is necessary to formally process your complaint. This allows us to properly register your complaint, seek a solution, and improve our quality. Do not wait too long to submit your complaint. The sooner you submit your complaint to us, the better we can investigate and assess it. We consider a period of four weeks after the incident to be reasonable.

Your complaint must contain the following information:

- The date on which you file the complaint
- The date on which the complaint occurred or arose
- Your name, address, email address and phone number
- The name of the employee, if your complaint concerns the behavior of this employee
- A description of the complaint
- The complaints officer confirms receipt of your complaint in writing

He/She also handles the substantive processing and registration of the complaint.

How to proceed with your complaint

Damage Care ensures that the complaint is always thoroughly investigated. The manner in which this is done depends on the nature and content of the complaint. Steps that can be taken include, for example, holding discussions with the parties involved (hearing both sides).

- The complaints officer keeps you informed of the progress of the handling of the complaint.
- When the complaint concerns the conduct of an employee, this employee receives the opportunity to respond verbally or in writing.
- The complaints officer monitors the manner in which the complaint is handled and the time this takes. He/She ensures that the complaint is handled as quickly as possible. If there are circumstances that prevent this, the complaints officer will inform you as soon as possible. In any case, the complaint will be handled within **6 weeks**.
- You will receive a written and reasoned judgment regarding the complaint from Damage Care. This will describe at least the following:
 - 1st Whether the complaint is well-founded, unfounded or partially well-founded
 - 2e The reason why Damage Care reached this judgment
 - 3rd If the complaint and the judgment give rise to it: which measures Damage Care takes and within what period these are carried out.
- We anonymously include formal complaints received in writing in our annual complaints report. We bring the complaints report to the attention of Stakeholders and staff.