

Complaints Procedure of HumanCapitalCare

HumanCapitalCare makes all efforts to provide the best possible service. Factors that play a role in this include, among other things, content provision, accessibility, working speed, treatment and the provision of information. As an employer or employee, are you dissatisfied with our service? Then you can submit a complaint.

HumanCapitalCare considers complaints an opportunity to improve its services so that it can give its clients better advice. To ensure proper handling of your complaint, HumanCapitalCare has a clear-cut complaints procedure. We think it is important that you are able to communicate your complaint.

Any expression of dissatisfaction about our services is handled as a complaint, regardless of whether it can be remedied by a single explanation or by immediate correction.

Do you have a complaint?

1. Submitting a complaint

You can submit your complaint via the digital complaint form on our website, www.humancapitalcare.nl. Within five business days, you will receive a confirmation of receipt. When a complaint is submitted on behalf of an employer or an employee, we also like to receive an authorisation signed by the person submitting the complaint.

2. Your complaint is being handled

The complaint is examined by the officer responsible for the relevant region. If the officer has questions or is faced with ambiguities, he/she will contact you. He/she will also enquire about the opinion of the person/persons concerned within HumanCapitalCare.

3. Decision

Based on the information gathered, a decision is made. Within a month after we have received the complaint, you will receive a written answer from the designated officer. This will also contain the proposed solution(s) or the measure(s) to be taken.

4. Disagree with the decision?

If you do not agree with the decision, you can submit a written objection to the management of HumanCapitalCare in Son within one month after the decision. We welcome an explanation of your objection. Within one month later, you will receive a written message from the management regarding the decision.

Exceptions

Three situations are exceptions within the complaints procedure:

- Dissatisfaction about the advice of the medical officer and/or the advice by another expert recruited by the medical officer. In this case, you can request an expert's opinion from the UWV (Employee Insurance Agency). Therefore, the complaint is not admissible.
- A claim regarding damage (also financial) that HumanCapitalCare has caused you. In this case, you can contact your dedicated contact person in HumanCapitalCare.
- Questions or comments regarding an invoice. For this issue, you have to turn to your commercial contact person in the region.

Contact

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