



General Complaints Procedure - Trinity Sales B.V.

In our General Terms and Conditions, we have included the provision regarding the complaints procedure in article 14. The content of this is as follows:

Article 14. Complaints procedure:

1. Complaints will be handled in accordance with the procedure described in the quality system of Trinity Sales B.V. Complaints regarding the execution of Assignments must be reported in writing to Trinity Sales B.V. Within five working days of receipt of the written complaint, the Client will be informed by Trinity Sales B.V. about the further handling of the complaint. In mutual consultation and agreement between the parties, appropriate follow-up actions will be taken.
2. The Client must report complaints about the work performed in writing to Trinity Sales B.V. within three months of their occurrence, or their discovery, or the moment that the Client is deemed to have become aware of them, but no later than four weeks after completion of the relevant work for the campaign for which an Agreement exists between the parties at that time. The notice of default must contain a description of the shortcoming that is as detailed as possible, so Trinity Sales B.V. can respond adequately.
3. If a complaint is justified, Trinity Sales B.V. will perform the work as agreed, unless this has demonstrably become pointless. The Client must make the latter known in writing.
4. If it is no longer possible or meaningful to perform the agreed work, Trinity Sales B.V. is liable, within the limits of article 13.
5. With reference to the procedure referred to in paragraph 1, Trinity Sales B.V. will make a copy of the "General Complaints Procedure - Trinity Sales B.V." available to the Client by email within five working days upon written request, in which the process, conditions and circumstances of a complaints procedure are described in more detail.

This complaints procedure describes the processes, conditions and circumstances of the procedure referred to in paragraphs 1 and 5.

Principles

Trinity Sales strives (naturally) not to generate any complaints within the collaborations it enters into with its clients and partners. To this end, we will do our utmost to maximize customer satisfaction and to meet the agreements and expectations at all times. However, circumstances may arise in which, whether consciously or unconsciously and whether or not due to the actions of Trinity Sales, a mistake is made or dissatisfaction as a result of other reasons arises, which can lead to a complaint.

In those cases where a complaint has unfortunately arisen, Trinity Sales will always primarily apply the principle that both parties will try to resolve this in good consultation, without the need for interference, involvement or assessment by an external party. The rules for doing this in a clear and structured manner are laid down in the complaints procedure below.



Article 1. Definitions

In these regulations, the following terms shall have the following meanings:

1. Trinity Sales B.V.: (hereinafter referred to as "Trinity") a sales support company established in Haarlem, which offers its services to business clients, in this case applying as the company as a whole or each of its employees individually.
2. Partner: a company that uses the services of Trinity as a client.
3. Agent: an employee of Trinity.
4. Complaint: any notification of dissatisfaction about a conduct, action or omission, incorrectness, ambiguity and/or incompleteness of substantive information
5. Complaints handler: the management member of Trinity who is assigned to the complaint as handler, which will be made known to the submitter within 5 working days after receipt of the complaint.

Article 2. Submitting a complaint

1. A complaint may only be submitted by a partner as described in article 1, or an employee or representative employed by the partner in question.
2. A complaint can be submitted per mail or by e-mail.
 - Email: info@trinitysales.nl (please include the word "complaint" in the subject)
 - Postal address: Parkstraat 3rd, 2021 KJ in Haarlem.
3. A complaint contains at least:
 - the name, telephone number and address of the submitter;
 - the date; and
 - a description of the complaint and/or the conduct against which the complaint is directed.
4. If the complaint is written in a foreign language and a translation is necessary for the complaint to be handled properly, the submitter must ensure that a translation is provided in Dutch.
5. Anonymous complaints do not need to be handled.
6. A complaint may not be handled:
 - a. if more than three months have passed since the conduct against which the complaint is made took place;
 - b. or if more than three months have passed since the moment that the complainant could have been expected to have noticed or observed the conduct that is being complained about;
 - c. or a maximum of four weeks after the end of the collaboration or campaign to which the complaint relates. The complainant will receive a message within two weeks that the complaint will not be processed for those reasons.
7. Complaints must be addressed to the management of Trinity.



8. If a complaint is submitted orally or via social media or does not meet the conditions mentioned in paragraph 2, the complaints handler will give the complainant the opportunity to submit the complaint in writing within two weeks or to still meet these conditions.
9. If a complaint submitted orally has not yet been submitted in writing after the expiry of the period mentioned in paragraph 8, or if a complaint submitted in writing does not yet meet the conditions mentioned after the expiry of the period mentioned in paragraph 8, Trinity is no longer under the obligation to handle the complaint.

Article 3. Complaints handler

1. Complaints will be handled by the management of Trinity, whereby Trinity will inform within five working days of receipt of the complaint, in accordance with article 4 paragraph 2, which specific member of the management will act as handler and primary point of contact.
2. The complaints handler will investigate whether the complaint is well-founded or unfounded and will consult on this on behalf of Trinity or share and explain the position, where applicable or at its own discretion, without any obligation to do so, and will always provide written confirmation of this.
3. If necessary, a written request can be made to replace the handler at Trinity, without Trinity being obliged to comply.

Article 4. Confirmation of receipt

1. Receipt of the complaint will be confirmed in writing within five working days.
2. The confirmation of receipt will contain:
 - a. The date of receipt of the complaint.
 - b. A brief description of the complaint and the date on which the conduct or statement to which the complaint relates took place.
 - c. An indication of the period within which the handling of the complaint is expected to be completed.
 - d. The name of the complaints officer assigned within Trinity to whom the complainant may turn if desired
 - e. A description of the course of the complaints procedure.
3. If there is room for this in terms of content, the complaints handler will start the handling within two weeks of receipt by contacting the complainant by telephone with the intention of resolving the complaint informally.
4. If the informal handling of the complaint as referred to in paragraph 3 leads to the satisfaction of the complainant, or as soon as the complainant's complaint has been resolved to the satisfaction of the complainant, this complaints procedure will not be applied further.



5. If the informal handling of the complaint as referred to in paragraph 3 has not led to the satisfaction of the complainant, the complaint will be handled formally by the complaints handler. The complainant will be informed of this in writing in accordance with paragraph 2.

Article 5. No obligation to handle

1. Handling of the complaint is not mandatory if the complaint relates to an act:
 - a. about which a complaint has already been filed that has been handled in accordance with these regulations;
 - b. against which the submitter could have lodged an objection, in any case within the period referred to in Article 2, paragraph 6;
 - c. against which the submitter can lodge an appeal, unless that act consists of the failure to take a decision in a timely manner, or an appeal could have been lodged;
 - d. which, by instituting proceedings, is or has been subject to the judgment of a judicial body other than an administrative court or,
 - e. as long as an investigation ordered by the public prosecutor or a prosecution is ongoing in this regard, or if the act forms part of the investigation or prosecution of a criminal offence and an investigation ordered by the public prosecutor or a prosecution is ongoing in this regard.
2. Handling the complaint is also not mandatory if the complaint does not relate to an act that took place as part of or during the execution of the activities belonging to a campaign for which an agreement exists between the complainant and Trinity.
3. Handling the complaint is also not mandatory if the interest of the complainant or the weight of the act is clearly insufficient.
4. The complainant will be informed in writing and with reasons as soon as possible, at the latest within four weeks after receipt of the complaint, that the complaint will not be handled.

Article 6. Hearing the complainant and the person to whom the complaint relates

1. The complainant will be given the opportunity to explain his/her position orally at his/her request (submitted orally or in writing).
2. If this is necessary for the proper handling of the complaint, both the complainant and (if applicable) the person to whom the complaint relates will be asked to present his/her point of view orally.
3. The complainant will in any case be asked to present his/her point of view orally, if the assessment of his/her complaint is based on facts and circumstances that differ from the data that the complainant himself/herself has presented.
4. Reports will be made of the explanations of both the complainant and (if applicable) the person to whom the complaint relates and sent to both.



5. The complaints handler, the management and other parties involved in this procedure will act (if applicable) in such a way that the privacy of the complainant is sufficiently guaranteed.

Article 7. Processing period

1. The complaint handler will process the complaint within four weeks of receipt.
2. The processing of the complaint can be adjourned for a maximum of four weeks. The complainant will be notified of the adjournment in writing.
3. Further postponement of the processing of the complaint is possible if the complainant agrees to this in writing.

Article 8. Written processing

1. A processing period of a maximum of four weeks will be used for the processing of a complaint, unless there are circumstances that require an extension of this period.
2. The substantive processing of the complaint can be adjourned for a maximum of four weeks. The complainant will be notified of the adjournment in writing.
3. If the processing of a complaint cannot be completed within the period stated in the confirmation of receipt, the complainant will receive written notice of this, stating a new period within which the response can be expected.
4. The decision on the complaint will be communicated in writing to the complainant.
5. The decision on the complaint contains:
 1. a representation of the complaint.
 2. a representation of the facts as Trinity sees them.
 3. a motivated position regarding the complaint.
 4. a judgment on the complaint.
 5. any measures that have been or will be taken in response to the findings.
6. The judgment states that the complaint is found to be well-founded or unfounded. In special cases, a judgment on the complaint may be omitted.

Article 9. No objection or appeal

No objection or appeal may be lodged against a decision regarding the handling of a complaint as referred to in these regulations on the basis of these regulations.

Article 10. Entry into force

These regulations may be cited as the 'General Complaints Procedure - Trinity Sales B.V.'. This complaints procedure will enter into force on 1 August 2023.