

Complaints Procedure

The Netherlands Stichting International Campaign for Tibet (hereinafter NSICT) strives to treat its relationships with the utmost care. In this context, NSICT takes complaints from its stakeholders seriously and gives them due attention. Nevertheless, unintentional errors may occur. Should this be the case, such errors will be rectified as soon as possible. To this end, NSICT has established a formal complaints procedure.

Anyone who is dissatisfied with:

- The handling of personal data
- Matters relating to campaigns, actions, or fundraising activities of NSICT
- The conduct of an NSICT staff member

may submit a complaint to NSICT.

Procedure for Handling Complaints

All complaints are directed to the Senior Membership Program Coordinator of NSICT. We aim to resolve all complaints within 10 working days. If additional time is required to process a complaint, NSICT will inform the relevant party or parties accordingly.

Further Information or Questions

If you have any questions regarding the complaints procedure or about submitting a complaint, please contact our secretariat:

Email: icteurope@savetibet.nl

Telephone: +31 (0)20 – 330 82 65

Complaints Procedure Dutch Foundation International Campaign for Tibet.
Version: December 2016.

NSICT reserves the right to amend the complaints procedure. We therefore advise you to review this complaints procedure regularly.

*(We refer you to the Code of Conduct regarding all matters of improper behaviour.
[Code of Conduct, engl. Versison](#))*