



## **RA-420 Complaints procedure**

*Implementation further to section 11 of the scheme for construction equipment operators*

This document describes the procedure for submitting complaints about the operation of the TCVT RA and the handling of such complaints.

A current or potential construction equipment operator (hereafter: complainant) may submit a complaint concerning the application and/or implementation of the scheme for construction equipment operators (W4-01 to W4-07) to TCVT RA.

A complaint may be submitted in writing, subject to the following conditions:

1. the complaint is submitted within four weeks of the occurrence of the cause of the complaint, and
2. the complainant will receive delivery confirmation within two weeks of the submission of the complaint, and
3. the complainant will receive a decision on their complaint by the RvT <sup>1)</sup> of TCVT RA within six weeks of the confirmation, and
4. if the complaint is rejected then the complainant may submit the complaint to the Committee (Bestuur) of TCVT RA, within six weeks of the decision, and
5. the complainant will receive delivery confirmation within two weeks of the submission of the complaint to the Committee of TCVT RA, and
6. the complainant will receive a decision on their complaint by the Committee of TCVT RA within six weeks of the confirmation.

No further steps against the decision of the Committee of the TCVT RA are possible within the scope of the TCVT RA.

1) *RvT: Supervisory Board (Raad van Toezicht) TCVT RA.*

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