Article 1. Definitions and scope

For the purposes of this procedure, the following definitions apply:

1. the organisation: EthXCom B.V. ("EthXCom");
2. the complainant: the person whose interests are directly affected by the conduct of EthXCom;
3. conduct: an act or omission by EthXCom or its employees;
4. the respondent: EthXCom, against whose conduct a complainant has submitted a written complaint;
5. a complaint: a complaint submitted through Meld Je Klacht (https://ethxcom.meldjeklacht.nl) concerning the conduct of the respondent;
6. a written complaint: a complaint submitted in writing concerning the conduct of the respondent;
7. the Complaints Committee: the committee authorised to consider written complaints at the second stage;
8. an appeal: a written complaint against a decision of a director, a failure by a director to make a decision, or conduct by a director.

Article 2. Applicability

This procedure applies to the handling of complaints concerning the conduct of EthXCom and its employees.

Article 3. Submission of complaints

1. A complainant or their authorised representative may submit a complaint through Meld Je Klacht at https://ethxcom.meldjeklacht.nl.
2. A complaint may also be submitted anonymously.

Article 4. Complaints handled free of charge

No fees are charged for handling complaints.

Article 5. Acknowledgement of receipt

A complaint is deemed to have been received by EthXCom once it has been entered in Meld Je Klacht (https://ethxcom.meldjeklacht.nl) and the confirmation screen displaying a login code has appeared. This code enables correspondence with the EthXCom investigator. The confirmation screen also serves as the acknowledgement of receipt; no separate acknowledgement will be sent.

Article 6. Complaints handling procedure

1. A complaint received through Meld Je Klacht will be handled by an EthXCom investigator or by a director of EthXCom.

2. The EthXCom investigator or director may obtain information from third parties where necessary.
3. The EthXCom investigator or director may invite the complainant to a personal interview.
4. If the complainant does not wish to be heard, the complaint will be handled in writing.
5. Where necessary to safeguard the independence of the investigation and avoid conflicts of interest, the director of EthXCom may decide to appoint an independent external investigator or investigation firm to conduct the investigation.

Article 10. Decision

The director will decide on the complaint within six weeks of its receipt.

Article 11. Notification of the outcome of the investigation

The decision on the complaint will be communicated to the complainant through Meld Je Klacht (https://ethxcom.meldjeklacht.nl).

Article 12. Complaints concerning private investigative activities

1. If the complaint concerns private investigative activities carried out by EthXCom, it must contain at least the following information:
   - the name and address of the complainant;
   - the date;
   - a description of the conduct being challenged;
   - the grounds on which the complainant objects to that conduct.
2. If a complaint concerning private investigative activities does not meet the requirements referred to in paragraph 2 of this Article, the director of EthXCom will inform the complainant and invite them to remedy the omission within two weeks.
3. If the complainant fails to remedy the omission referred to in paragraph 3 of this Article, the complaint will not be considered.
4. A written complaint must be submitted within six weeks of the date on which the conduct complained of took place.
5. Within two weeks of receiving the complaint, the director of EthXCom will send a copy of the written complaint to the Directorate of Administrative Affairs (Directie Bestuurszaken) of the Ministry of Justice. The director of EthXCom will investigate the complaint and invite the complainant to a personal interview.
6. The director will hear the complainant and may also obtain information from third parties.
7. If the complainant does not wish to be heard, the complaint will be handled in writing.
8. The director will decide on the complaint within six weeks of receiving the

written complaint.

9. The decision on the complaint will be communicated to the complainant through Meld Je Klacht.
10. An appeal may be submitted to the independent Complaints Committee within six weeks of receiving the decision on the complaint.
11. The same requirements as those set out in paragraphs 1, 2 and 3 of this Article apply, except that correspondence will be conducted with the Complaints Committee.
12. An appeal must be signed and contain at least the following information:
    - The name and address of the complainant;
    - the date;
    - a description of the conduct being challenged;
    - the grounds on which the complainant objects to that conduct.
13. If the appeal does not meet the requirements set out in paragraph 12 of this Article, the Complaints Committee will inform the complainant and invite them to remedy the omission within two weeks.
14. If the complainant fails to remedy the omission referred to in paragraph 3 of this Article, the complaint will not be considered.
15. The Complaints Committee will send an acknowledgement of receipt within two weeks of receiving the appeal.
16. If an appeal does not concern one of the matters referred to in Article 1, paragraph 7, the Complaints Committee will declare the appeal inadmissible.
17. If the appeal is admissible, the complainant and the respondent will be invited to a hearing.
18. The Complaints Committee may also obtain information from third parties.
19. The Complaints Committee will make a decision within six weeks of receiving the appeal.
20. The decision will be communicated in writing to the complainant and the respondent.
21. A copy of the appeal and the decision will be sent to the Director of Administrative Affairs (Directeur Bestuurszaken) of the Ministry of Justice.