

July 2023



# Public Programmes Complaints Procedure

## Public Programmes Complaints Scheme

### Introduction

Invest International Public Programmes B.V. operates a complaints procedure in accordance with Chapter 9 of the Dutch General Administrative Law Act (*Algemene wet bestuursrecht*) that guarantees the proper handling of complaints concerning how Invest International Public Programmes B.V. conducts its public tasks on behalf of the Minister for Foreign Trade and Development Cooperation.

These tasks and associated powers are set out in Article 4(1)(c) and (d) of the Dutch Invest International Foundation Act (*Machtigingswet oprichting Invest International*). Invest International Public Programmes B.V. conducts these public tasks on behalf of the Minister for Foreign Trade and Development Cooperation. The Chief Executive Officer of Invest International B.V. is mandated, authorised and empowered to make decisions and perform legal acts on behalf of the Minister for Foreign Trade and Development Cooperation and to perform the preparatory acts and related activities required for this purpose for the handling of complaints where they relate to the decisions and (legal) acts.

Complaints are handled in accordance with Chapter 9 of the Dutch General Administrative Law Act. This document should be seen as an elaboration of the complaints procedure contained in Chapter 9 of the Dutch General Administrative Law Act.

This document is available in both Dutch and English. The Dutch version of the document takes precedence.

You can file a complaint by e-mail or post:

[grievances@investinternational.nl](mailto:grievances@investinternational.nl)

Invest International Public Programmes B.V.  
Attn. Legal department  
Bezuidenhoutseweg 12  
2594 AV The Hague  
The Netherlands

### Article 1 General provisions

1. Everyone has the right to file a complaint with Invest International Public Programmes B.V. about how it has conducted itself towards them or another party.
2. The aforementioned conduct must be related to the decisions and legal acts carried out in relation to the performance of duties on behalf of the Minister for Foreign Trade and Development Cooperation. "Conduct" is defined as any act or omission.
3. Complaints are handled in accordance with Chapter 9 of the Dutch General Administrative Law Act.

### Article 2 Verbal complaints

If a complaint is made verbally, Invest International Public Programmes B.V. will respond verbally, possibly by telephone. The complainant may also expressly request a written response.

### Article 3 Non-compliance with the complaint requirements

If a written complaint does not meet the requirements of a complaint under Chapter 9 of the Dutch General Administrative Law Act, the complainant will be given the opportunity to make additions to their complaint, after which Section 9.1.2 of the Dutch General Administrative Law Act is applied as yet.

## **Article 4 Jurisdiction of the National Ombudsman**

The announcement on the complaint investigation findings shall state that the complainant may petition the National Ombudsman within one year of that announcement.

## **Article 5 Publication**

This scheme is available through Invest International's website: [www.investinternational.nl](http://www.investinternational.nl).

## **Article 6 Title**

These regulations may be cited as the *Public Programmes Complaints Scheme*.

Adopted July 2023

*The Chief Executive Officer of Invest International B.V.*  
*H.J.M. Oorthuizen*