

## *Perfactor acting in training complaints procedure*

2020

### **Article 1**

If a participant in a Perfactor performance or client of Perfactor has a complaint about an execution of Perfactor or about the occurrence and/or acting/performance of Perfactor, then the participant or the client must send this written complaint to Perfactor, such no later than two weeks after completion of the execution or after the performance or act.

### **Article 2**

The written complaint in any case includes the name and address of the complainant, the content of the complaint and the time or the period in which the complaint is originated.

### **Article 3**

Perfactor will confirm the complainant in writing within one week of receipt of the complaint that the complaint has been received and inform the complainant of how the proces will proceed.

### **Article 4**

Perfactor will endeavor to contact the participant or the client within a reasonable time, but no later than four weeks after receipt of the complaint, to ensure a careful and correct handling of the complaint. If Perfactor requires a longer period of time to investigate and handle the complaint, Perfactor will notify the complainant of this in writing within four weeks of receipt of the complaint, stating how long this will take. Perfactor will confirm the handling of the complaint in writing to the complainant.

### **Article 5**

The complaint and the accompanying documents are registered by Perfactor, treated confidentially and carefully stored for a period of five years after the complaint has been filed.

### **Article 6**

If the complainant disagrees with the handling of the complaint by Perfactor, mediation is secondarily applied by the NVvT (Dutch Association of Training Actors). The statement of this association is binding on and for Perfactor.