



ECOSYN FOUNDATION

COMPLAINT NOTICE AND PROCEDURE

Complaint handling for members, donors, partners and stakeholders

Den Haag, 14 June 2026

Document Control

Document number	EF-GOV-COMP-001
Version	1.0
Status	Draft for Board Review
Effective date	14.06.2026
Approved by	Board of ECOSYN Foundation / authorised representative

This document is intended as an internal governance and operational document of ECOSYN Foundation. Where this document conflicts with the Articles of Association, applicable law, a board resolution, or a mandatory instruction of a competent authority, the higher-ranking document or law prevails.

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1. Purpose

ECOSYN Foundation aims to maintain a high standard of integrity, professionalism, transparency and service quality. This Complaint Notice explains how complaints are submitted, assessed, investigated and resolved.

The procedure is designed to ensure that complaints are handled fairly, consistently, without unnecessary delay, and with appropriate confidentiality.

2. Who may submit a complaint

2.1 A complaint may be submitted by a member, applicant, donor, partner, contractor, beneficiary, project participant, stakeholder, or other person affected by the actions, omissions, communications, decisions, services, programmes, or representatives of ECOSYN Foundation.

2.2 Anonymous complaints may be considered where sufficient information is provided to allow a meaningful review. However, anonymity may limit the ability of ECOSYN Foundation to investigate or provide a response.

3. How to submit a complaint

3.1 Complaints should preferably be submitted by email to: [insert official complaint email].

3.2 Complaints may also be submitted in writing to: ECOSYN Foundation, [insert registered address], The Netherlands.

3.3 Where a complaint concerns urgent harm, safety, fraud, misuse of funds, data breach, or legal risk, the complaint should be marked “Urgent – Complaint / Compliance Matter”.

4. Information to include

To allow efficient handling, the complainant should include the following information where possible:

4.1 full name and contact details.

4.2 relationship with ECOSYN Foundation.

4.3 clear description of the complaint.

4.4 dates, names, reference numbers, project names, documents or communications involved.

4.5 copies of relevant evidence.

4.6 the outcome or action requested.

4.7 whether the complaint has already been raised with any person inside ECOSYN Foundation.

4.8 any urgency, safety concern, deadline, or legal proceeding connected with the complaint.

5. Acknowledgement and handling

5.1 ECOSYN Foundation will normally acknowledge receipt of a complaint within five working days.

5.2 The acknowledgement will, where possible, identify the person or function responsible for handling the complaint and may request additional information if the complaint is incomplete.

5.3 If a complaint can be resolved immediately, ECOSYN Foundation may provide a direct response without opening a full investigation.

5.4 If the complaint cannot be resolved immediately, it will be registered and reviewed under this procedure.

6. Investigation and final response

- 6.1** The complaint handler will review the relevant facts, documents, communications, policies and applicable internal rules.
- 6.2** Where appropriate, the complaint handler may speak with the complainant, involved staff, members, officers, partners, or other relevant persons.
- 6.3** ECOSYN Foundation will aim to issue a final written response within twenty working days after receipt of a complete complaint.
- 6.4** If more time is required due to complexity, absence of key information, third-party involvement, legal review, or parallel proceedings, ECOSYN Foundation will provide an update and an expected response date.
- 6.5** The final response may uphold the complaint, partly uphold the complaint, reject the complaint, propose corrective action, explain why no action is taken, or refer the matter to another procedure.

7. Escalation and review

- 7.1** If the complainant is not satisfied with the final response, the complainant may request an internal review within fifteen working days after receiving the final response.
- 7.2** The review will be handled by a person or body not directly responsible for the original decision where reasonably possible.
- 7.3** The review decision is the final internal position of ECOSYN Foundation, unless the Board decides that further review is necessary.

8. Representatives and third parties

- 8.1** A complainant may use a representative, adviser or authorised third party. ECOSYN Foundation may require written authority before discussing personal or confidential information with that representative.
- 8.2** The use of a representative will not disadvantage the complainant. However, ECOSYN Foundation encourages direct communication where this helps resolve the matter quickly and clearly.

9. Confidentiality and data protection

- 9.1** Complaints are handled confidentially and information is shared only with persons who need access for investigation, decision-making, legal advice, audit, risk management, or compliance purposes.
- 9.2** Personal data submitted in a complaint is processed in accordance with ECOSYN Foundation's privacy and data protection rules.
- 9.3** Where a complaint includes sensitive information, the complainant should clearly identify that information and explain any special confidentiality concerns.

10. No retaliation

- 10.1** ECOSYN Foundation does not tolerate retaliation against any person who raises a complaint in good faith.
- 10.2** Submitting a complaint does not protect a person from consequences for knowingly false statements, malicious complaints, abuse of procedure, threats, harassment, or unlawful conduct.

11. Record keeping and reporting

- 11.1** ECOSYN Foundation keeps records of complaints, investigation steps, decisions and corrective actions for accountability, audit and organisational learning.

11.2 Complaint records may be summarised in internal reports to identify recurring issues and improve governance, service quality and compliance.

12. Final provisions

12.1 This procedure enters into force after approval by the authorised body of ECOSYN Foundation.

12.2 This procedure may be amended by ECOSYN Foundation to reflect operational needs, legal requirements, stakeholder feedback, or governance decisions.

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