

# Complaints form NEa

## Why this form?

You can use this form to submit a complaint if you are not satisfied with the way you have been treated. You cannot use it to submit any sort of appeal or petition.

It is important to state clearly what you are complaining about. For example, indicate when you wrote a particular letter or what happened on a particular date. If you have a complaint about a particular NEa employee, please provide the name of the individual concerned.

Do you have any documents which are significant to your complaint, such as letters from the Dutch Emissions Authority or reminder letters to which you make reference? If so, include them with this form. This will help us to deal with your complaint more promptly.

### Please note!

Any documents you send will not be returned. For this reason, we advise you to send only copies. You can fill in this form on the computer, but you cannot save it on your computer. Would you like to save a copy for your own administration? If so, print out an extra copy.

## Your details

Name\* \_\_\_\_\_

Company name\* (if you are a business owner) \_\_\_\_\_

Address\* \_\_\_\_\_

Postal code\* and town/city\* \_\_\_\_\_

Telephone (daytime) \_\_\_\_\_

**You can also be represented by an authorised representative. Fill in his/her details below, if applicable.**

Name \_\_\_\_\_

Address \_\_\_\_\_

Postal code and town/city \_\_\_\_\_

Telephone (daytime) \_\_\_\_\_

*\*required fields. The other fields are not mandatory, but will help us to deal with your complaint.*

## Describe your complaint

Use this space to describe your complaint. If you need more space, please include an attachment.

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## Explaining your complaint orally

You have the right to explain your complaint orally. You will receive an invitation for that purpose. You can state here whether you would like to do this at the office or by telephone. Would you rather not provide an oral explanation? If so, state here. Tick the box that applies.

- I would like to explain my complaint by telephone (in this case we will contact you by telephone).
- I would like to explain my complaint at the office (you will receive an invitation).
- I do not wish to explain my complaint.

## Signature

Town/city

Date

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Signature

Number of attachments

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Check that you have filled in all the information and then click "Print". Remember to add your signature.

Send the form in a stamped envelope to the Dutch Emissions Authority, Postbus 91503, 2509 EC Den Haag. Specify "Complaint" in the top left-hand corner of the envelope.