

# Global Network Group

## Rules for complaints about Global Network Group

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All references in this document are made against the approved (valid) version of the applicable document.

All public documents are published on our websites.

**Questions?** Contact us!

Complete the question-webform on our website or call:

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# GENERAL CLAUSES

The following applies to this document GNG.PD.006.INT Rules for complaints about Global Network Group:

1. Document GNG.RD.001.INT List of terms and definitions.
2. Document GNG.RD.002.INT General terms and definitions
3. Document GNG.RD.003.INT General clauses for all documents
4. Form GNG.FO.006.INT Complaint about GNG

The before mentioned documents are published on our websites and hereby to be considered as repeated and inserted.

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# 1. Purpose

## 1.1

This document regulates how GLOBAL NETWORK GROUP manages complaints about the own organization, its management, and its team (office operations).

# 2. Filing a complaint against Global Network Group

## 2.1

A complaint must be filed within one month from the day of the event.

This must be in writing by using form GNG.FO.006 (complaint about Global Network Group).

## 2.2

The date and time of filing are the date and time mentioned in the online confirmation receipt.

## 2.3

If the complaint is not filed by using form GNG.FO.006, it is inadmissible and GLOBAL NETWORK GROUP is alleviated from handling it.

# 3. Handling a complaint against Global Network Group

## 3.1

Upon receipt of form GNG.FO.006, GLOBAL NETWORK GROUP shall confirm whether the complaint relates to the activities and services for which it is responsible and, if so, shall address it.

## 3.2

GLOBAL NETWORK GROUP shall acknowledge receipt of any complaint within 10 working days

## 3.3

If the form GNG.FO.006 is admissible, GLOBAL NETWORK GROUP is bound to handle it according to the articles laid out in this document.

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### 3.4

GLOBAL NETWORK GROUP shall gather and verify all necessary information to progress the complaint to a decision.

### 3.5

The decision resolving the complaint shall be made in an appropriate and professional way.

### 3.6

GLOBAL NETWORK GROUP will make a decision in writing and will always communicate this decision to the complainant. The decision is final.

### 3.7

There is no specific timetable for GLOBAL NETWORK GROUP to handle a complaint.

### 3.8

GLOBAL NETWORK GROUP shall take any subsequent action needed to resolve the complaint.

## 4. Alternative Dispute Resolution

### 4.1

If a dispute arises, GLOBAL NETWORK GROUP will first attempt to solve the dispute through mediation. If this is unsuccessful, it will be attempted to be solved with arbitration, binding advice, negotiation, internal investigation, conflict coaching or via the court.

### 4.2

If mediation fails, arbitration or binding advice is favored over a court procedure.

### 4.3

GLOBAL NETWORK GROUP may outsource the handling of complaints in the interest of impartiality.

## 5. Costs

### 5.1

The handling of complaints have no costs attached to it.

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## 6. Admissibility

### 6.1

Disputes or objections where the complainant does not have a vested interest are not valid.

### 6.2

If the complainant has open balances with GLOBAL NETWORK GROUP, the complaint will be declared inadmissible unless the complainant makes a deposit (at the discretion of GLOBAL NETWORK GROUP), including added retrieval and collection costs, to an escrow account or bank clearance.