

How to make a complaint

We strive to provide you with the highest quality in our services and products at all times. In the unfortunate event that you are not satisfied with the services we provide, we would like to hear from you. This way we can improve the quality you receive from us.

If you have a complaint, we use the procedure below:

1. Submit your complaint in writing. You can send it by e-mail to mdf@mdf.nl
2. You will receive a confirmation of receipt of the submitted complaint via e-mail within 5 days.
3. Your complaint will always be treated confidentially, no information about the complaint will be given to third parties without your permission.
4. MDF will deal with your suggestion and/or complaint and will provide you with an appropriate response or solution.
5. Within 15 days after confirmation of receipt, MDF will make a decision regarding the resolution of the complaint and you will receive this by e-mail.
6. If more time is required for the investigation and/or resolution of the complaint, we will explain this in writing to you within 7 days. We also indicate the expected period of time in which a solution is expected.
7. If you are not satisfied with the proposed resolution of the complaint by us then a third independent party, Law firm Paanakker, will be called in to give advice on the settlement of the complaint. You must address your objections in writing to info@advocaten-paanakker.nl. The firm's attorney will, after hearing both of us, make a ruling.
8. The opinion of the third independent party is binding for both parties. Any consequences of the ruling will be dealt with within 15 days by the managing director of MDF.
9. The complaint will be registered and kept for a period of 2 years after the date of filing.