

## Complaints procedure

Simba Health Foundation, Ede  
Chamber of Commerce number: 69725071

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Responsible: Secretary Simba Health

### Preface

When handling complaints, the Simba Health Foundation has a policy that prioritizes dialogue between the complainant and a representative from the board of Simba Health. Working in international development cooperation as in other sectors differences of opinion or unforeseen situations can come up even if the board of Simba Health does everything it can to prevent this. We are accountable for our commitment and approach, engage in dialogue and conversations trying to preemptively address areas where Simba Health's activities could lead to potential complaints. This enables us to see how, if (partly) justified, we can reach a satisfactory solution.

Of course, this path may not always lead to a satisfactory solution. Depending on the nature of the complaint, it is possible to file a complaint as described below.

1 Complaints of any kind, substantive, business, procedural, are all to be discussed with Simba Health board members. The complaint can then be sent to us by email, or potentially also initiated by telephone. If necessary, independent mediation can be provided at Simba Health's expense to resolve the matter.

2 Complaints about privacy and the management of personal data by Simba Health can be submitted to the Dutch Data Protection Authority (see appendix 1: Article 13 about Complaints from the Privacy Regulations).

3 Complaints that do not fit into the above situations may be brought before the regular legal system in the Netherlands.

On behalf of the entire board of Simba Health,

To make a complaint to Simba Health:

Send an email to our Secretary at; [secretary@simbahealth.org](mailto:secretary@simbahealth.org) and please provide content and explain the complaint in as much detail as possible. Please include information on the preferred channel of communication and your reflections in terms of solutions / redress, etc.

If you would like to discuss the complaint orally in advance, please make an appointment via the Secretary via; [secretary@simbahealth.org](mailto:secretary@simbahealth.org). This will enable us to put you in touch with one of the board members.

## ATTACHMENT 1

### Article 13 Complaints

13.1 Any data subject (donor, participant or supplier) whose personal data Simba Health processes can ask questions or submit a complaint in writing. For example, about the management of personal data or how Simba Health responds to your privacy-related questions. You can send your complaint to:

Simba Health, attention board  
Through: [secretary@simbahealth.org](mailto:secretary@simbahealth.org)

You can also submit a complaint about the collection or management of personal data to the Dutch Data Protection Authority.

13.2 A complaint as referred to in paragraph 1 will be handled in accordance with Simba Health's complaints procedure. This is available on request.