GRC+

Complaints Procedure

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LATEST VERSION
grc.plus/complaints

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Document Control

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We want to hear when something goes wrong, so we can put it right and learn from it. This procedure applies to complaints about our services, our conduct, our invoices and our website.

1 How to complain

E-mail legal@grc.plus with “Complaint” in the subject, or choose “A complaint” in our contact form. Please include:

- your name, organisation and contact details;
- what the complaint is about, with dates and any documents that help;
- what you would like us to do.

Please complain within one year of the event, or of when you became aware of it.

2 What happens next

1. **Confirmation.** Within 5 business days we confirm receipt and tell you who is handling your complaint.
2. **Investigation.** Where possible the complaint is handled by someone who was not involved in the matter. We may ask for more information and will invite you to explain your side in a call.
3. **Answer.** Within 4 weeks of receipt you receive a written answer with our findings and what we will do. If we need longer, we tell you why and when you can expect the answer.

Making a complaint is free and does not affect the services we provide to you.

3 If you are not satisfied

Tell us, and a member of management who was not involved will review the complaint and the answer. If we still cannot agree, the dispute may be brought before the competent court as set out in our Terms of Service. For complaints about how we use personal dataAny information relating to an identified or identifiable natural person, the data subject. A person is identifiable if they can be identified directly or indirectly, for example by a name, an identification number, location data, an online identifier or factors specific to their identity., you can also go to the Dutch Data Protection AuthorityAn independent public body that supervises compliance with data protection law. Under the GDPR, such authorities monitor and enforce its application, handle complaints and exercise investigative and corrective powers. or your own authority; see our privacy notice.

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4 Records

We keep a record of each complaint and how it was resolved for 2 years after it is closed, and use what we learn to improve our work.

Is this the latest version?
Scan the code or open grc.plus/complaints. Version 1.2 was in effect from 19 January 2026.

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