

Complaints and dispute resolution policy of Perfect Rent

Contactgegevens

Email: feedback@perfectrent.nl

ATT: Tobias Werner

1. General

1.1. We strive to provide a proper service. However, it may still happen that a complaint arises. If you have a complaint about our services, we would like to hear from you. We will then process your complaint.

1.2. A complaint within the meaning of this complaints policy includes any formal expression of dissatisfaction with our work and/or services.

1.3. This complaints policy is a regulation as required by Article 13, paragraph five of the Debt Collection Services Quality Act.

2. Objectives

This complaints policy aims to:

- Provide an accessible way to handle complaints;
- Improve the quality of our services.

3. Your right to file a complaint

3.1. Anyone has the right to file a complaint about how we provide our services, as described in Article 4 of this complaints policy.

3.2. A complaint regarding the conduct of a person working for us, or otherwise under our responsibility, falls under this policy.

3.3. This complaints policy applies only to complaints submitted in the manner described in Article 4.

3.4. We ensure a proper treatment and careful assessment of your complaint.

4. How to file a complaint

4.1. You can submit your complaint in writing. Verbal complaints do not fall under this complaints and disputes policy. To ensure your complaint is recognized as such, include the word "**COMPLAINT**" at the top of your letter or in the subject line of your email. The complaint must contain at least the following information:

- Your full name;
- Your address details;
- A date;
- The name of your organization (if applicable);
- A clear description of the complaint and the conduct that led to it;
- The date or time period in which the complaint occurred;
- All relevant documents.

4.2. Your complaint may include a proposal for resolution. We will consider such a proposal but are not obligated to accept it.

4.3. The complaint must be formulated in the Dutch language. If this is not the case, you must provide a translation into Dutch.

4.4. Your complaint must be submitted using the contact details listed above. We have the right to reject complaints submitted in another manner. If a complaint is submitted orally or incorrectly, we may refer you to this complaints policy for proper submission.

5. Confirmation of receipt

5.1. Your complaint will be recorded by us.

5.2. Within two (2) working days, you will receive written confirmation of the receipt and registration of your complaint.

6. Complaint handler

6.1. If the complaint concerns the conduct of an employee with a direct supervisor, the complaint will be handled by that supervisor.

6.2. If the employee has no direct supervisor, the complaint will be handled by another employee who is not the subject of the complaint.

6.3. Other complaints will be handled by a person designated by us.

7. Deadlines and termination of processing

7.1. Your complaint will be processed within six (6) weeks after the confirmation of receipt, as referred to in Article 5.

7.2. This period may be extended once by a maximum of four (4) weeks. You will receive a written notification of the extension.

7.3. Further extensions are only possible if we obtain your written consent.

7.4. Complaint processing may be terminated if:

- The complaint concerns conduct for which a complaint was previously filed and processed;
- The complaint relates to an incident that occurred more than six (6) months ago;
- The complaint has already been submitted to a judicial body;
- Your interest or the severity of the conduct is clearly insufficient to justify handling the complaint;
- A criminal investigation or prosecution is ongoing regarding the issue, or if the conduct is part of an investigation into a criminal offense.

7.5. If the processing of the complaint is terminated, you will receive written notification.

7.6. If we conclude that the complaint can still be resolved informally, we will proceed accordingly.

8. Complaint resolution

8.1. Handling your complaint means that we will inform you in writing (including via email) about the findings of the investigation into your complaint and any conclusions drawn from it.

8.2. The notification will be written in clear and understandable language.

9. Costs

9.1. You are not required to pay any fees for costs incurred during the complaint handling process.

10. Dispute resolution via Incassoklacht.nl

10.1. If you are not satisfied with the handling of your complaint, you have the option to submit it to **Incassoklacht.nl**. They will resolve the dispute in accordance with their dispute resolution policy.

11. Retention periods

11.1. To ensure proper complaint handling, we process your (personal) data. We have the right to retain all data related to a complaint for **two years** from the moment you are notified of the receipt of your complaint.

12. Stichting NowID

12.1. This complaints policy is based on the model complaints and dispute resolution policy of **Stichting NowID**.

12.2. Stichting NowID is an organization that supports debt collection service providers in complying with laws and regulations, including the **Debt Collection Services Quality Act (Wki)**. Stichting NowID will continue updating the model and has the right to modify it. If a new model is published, affiliated debt collection service providers must use the latest version, which can be found at www.nowid.org. Debt collection providers not affiliated with Stichting NowID are not allowed to use the model complaints and dispute resolution policy or any other models provided by Stichting NowID.

12.3. Debt collection service providers are not entitled to make independent changes to this complaints policy, as it is based on applicable laws and regulations. Changes can only be made in **Article 12** to include company-specific provisions. Changes elsewhere in the policy are not permitted.

12.4. Stichting NowID disclaims any liability for any adverse consequences resulting from the use of this model.

This regulation was established on **January 30, 2025**.

www.nowid.org