



## Complaint form

Are you dissatisfied, or do you have a complaint about **Allround Pro Security Team**, the services provided by **Allround Pro Security Team**, or about the (assistant) personnel and executors working for **Allround Pro Security Team**?

Then please contact us via the complaint form below. You can send this by email to [klachten@a-s-team.nl](mailto:klachten@a-s-team.nl) or by registered mail to **Allround Pro Security Team**, attn. **Management Team APST**, Kleveringweg 33 Unit 11 B, 2616 LZ Delft.

Don't forget to make/save a copy of your complaint form before sending it.

### Your (contact) details

Name: \_\_\_\_\_ f/m: \_\_\_\_\_

Street / mailbox: \_\_\_\_\_

Zipcode and location: \_\_\_\_\_

Phonenumber: \_\_\_\_\_

E-mailadress: \_\_\_\_\_

U are:

the person with the complaint themselves

a representative of the complaint, namely: \_\_\_\_\_

Would you please enter the details of the complainant below if you are involved as a representative?

Name: \_\_\_\_\_ f/m: \_\_\_\_\_

Street / Mailbox: \_\_\_\_\_

Zipcode and location: \_\_\_\_\_

Phone number: \_\_\_\_\_

E-mailadress: \_\_\_\_\_

Would you please enter **the details** below of the person (Allround Pro Security Team, the execution by Allround Pro Security, or the (support) personnel and performers working for Allround Pro Security Team)

**Against whom** do you have a complaint?

Name: \_\_\_\_\_ f/m: \_\_\_\_\_

If you are aware of this:

Street, Zipcode and Location: \_\_\_\_\_

Phone number: \_\_\_\_\_

E-mailadress: \_\_\_\_\_

*Would you please provide **a description** of your complaint(s) below (if there is insufficient space, please continue on the back of this sheet)?*

*About which events or behaviors (of whom) are you dissatisfied with?*

*Why are you dissatisfied? What is important to you in this regard?*

*How and when did this take place?*

### **Applicability of Complaints Procedure and Procedure**

*In the event of (legal) disputes and emergencies, the procedure set out in **Article 34 of the General Terms and Conditions** of Allround Pro Security shall always apply. By using the complaint form and any applicable complaints procedure, the complainant commits to following the complaints procedure before taking further steps, unless prohibited by law and/or mandatory legal provisions.*