

Complaints & Questions

Complaints

We do our utmost to perform our services to the best of our ability.

If you start working through us, we will make clear (written) agreements so that we know, mutually, what to expect from each other.

Do things still not turn out as expected? Get in touch with your contact person and try to solve it together. If you cannot work it out together, ask for the branch manager to help you.

If this does not provide a solution, the branch manager will contact the quality officer or you can contact our quality officer via:

hr@workworld.nl or hr@work-supply.eu Or send a letter to:

Work World & Work Supply
Attn: the quality officer
Wageningsestraat 43
6671 DA Zetten

WhatsApp App: +316 15 48 24 25

Mobile: +316 15 48 24 25

Mail addresses : hr@workworld.nl & hr@work-supply.eu

Our quality officer will then contact you as soon as possible after receiving your complaint. Together we will resolve it.

Reporting unwanted behaviour

If, in the course of your work through us, you encounter undesirable behaviour such as aggression, violence, threats or sexual harassment, or unsafe and/or poor working conditions, please contact your contact person or, if it feels safer for you, our confidential advisor via our HR staff member (hr@workworld.nl or hr@work-supply.eu).

You will then be contacted and actioned as soon as possible.

Reporting housing issues

Housing questions, comments and/or complaints.

- Do you have complaints about an unsafe or unhygienic situation, or overoccupancy.
- Do you have a complaint about noise pollution, problems with parking or other complaints.

We can be reached during office hours from 09:00 to 17:00 on the following number Tel. **085-4019708**

The **Emergency number** outside office hours is Mobile **+316 15 48 24 25**

If that feels safer for you, you can contact our confidential advisor via our HR officer (hr@workworld.nl or hr@work-supply.eu)

You will then be contacted and actioned as soon as possible.

Payslips/salaries

Questions comments or complaints about salaries or pay slips .

- Do you have questions about pay slips?
- Do you have questions about deductions?
- Do you have questions about overtime or the collective labour agreement?

We can be reached during office hours from 09:00 to 17:00 on the following number Tel. **085-4019708**

If it feels safer for you, you can contact our confidential advisor via our HR officer (hr@workworld.nl or hr@work-supply.eu)

You will then be contacted and actioned as soon as possible.

Complaints procedure

The procedure is as follows:

- The quality officer will contact you. Your complaint will be recorded in our follow-up system;
- The quality officer will investigate your complaint and contact those involved;
- The quality officer will feed back the results (to the extent permitted) to you;
- If there are opportunities to prevent new complaints, the quality officer will take measures and record them in internal procedures;
- You will receive feedback on the resolution of your complaint;
- Your complaint has been resolved in a way that satisfies you and our service has improved.

At least every 2 weeks one of our field service managers will visit all workplaces and/or accommodations. Most questions can also be discussed during these visits.

WORK WORLD & WORK SUPPLY