

## **Complaints Procedure**

If a member of the public believes that they have a grievance regarding the conduct of the [www.meldpunt-kinderporno.nl](http://www.meldpunt-kinderporno.nl) service in carrying out its objectives, they may submit a complaint. The Hotline, as a member of INHOPE, The International Association of Internet Hotlines, abides by INHOPE's code of practice.

*The complaints procedure is as follows:*

At first instance a complaint should be submitted to the Hotline using the "OTHER" report form available on this site. This should clearly state the report or activity to which the complaint refers. It should also state how the complainant believes the [www.meldpunt-kinderporno.nl](http://www.meldpunt-kinderporno.nl) service has breached the INHOPE code of practice or the Hotline's own procedures in providing its service. The complaint must give a full name, and contact details (e-mail address and telephone number at minimum) of the complainant. Complaints not having verifiable and valid contact details will not be accepted.

Given a valid complaint, the Hotline will acknowledge the complaint and provide a response within 3 working days.

If the complainant feels they have not received an adequate response, the complaint may be submitted to the Hotline General Manager. This should be done in document form and sent by registered post to the:

The General Manager  
Meldpunt Kinderporno op Internet  
Postbus 3991  
1001 AT Amsterdam

The Hotline General Manager must respond within eight working days from receipt of the registered letter of complaint.

Should the complainant remain dissatisfied with the response provided by the Hotline General Manager, they should raise the matter with INHOPE.