This is the complaints procedure of Meijers Vitaal B.V.

Anyone can submit a complaint about the working methods of Meijers Vitaal or the conduct of our employees or others who work for Meijers Vitaal.

This complaints procedure explains how we ensure that your complaint is handled properly.

When does this procedure take effect?

This procedure is valid from January 2026 and also applies to situations that occurred before this date.

Meijers vitaal

The complaints procedure

This document is an English translation of the original Dutch text. While this translation has been prepared with the utmost care, the original Dutch version shall prevail in case of any discrepancy or ambiguity.

1

Submitting a complaint

You can submit a complaint to Meijers Vitaal by email (klachten@meijersvitaal.nl) or post. Please include the following information:

- Your name and address.
- A description of the conduct to which the complaint relates (including time and place).
- The name of the person against whom the complaint is directed.

2

Meijers Vitaal receives the complaint

We will confirm receipt of your complaint within two working days. We will then let you know that we have received your complaint.

We may invite you for a meeting. You may decline this meeting. A report will be made of the meeting.

If you request it, Meijers Vitaal will send you a copy of this report.

3

The accused will be notified

The person to whom the complaint relates will receive a copy of the complaint from Meijers Vitaal.

We may invite the accused to a meeting.

4

The complaint will be handled

In principle, we will handle your complaint within two weeks. If it takes longer, we will let you know.

Once the complaint has been dealt with, you will receive written notification of the decision. This notification will explain the reasons for the outcome of the investigation and, if necessary, the conclusions and measures associated with it.

When will your complaint not be dealt with?

We are not obliged to handle the complaint if:

- The complaint concerns the same conduct about which you have already submitted a complaint, and we have dealt with this complaint to your satisfaction.
- The complaint concerns an event that took place more than one year ago.
- The complaint concerns a situation that has been or will be assessed by a court of law. Or if it is being investigated by the police.

Who will handle your complaint?

The person handling the complaint will not have been involved in the situation to which your complaint relates. The complaints officer will ensure this.

In cases involving medical issues, a Meijers Vitaal staff doctor will handle the complaint.

Medical complaints about doctors can also be handled by an independent complaints committee, if you request this. Meijers Vitaal is affiliated with Stichting DOKh. This foundation can help you and the doctor in handling the complaint. See this page for more information about the procedure.

If the complaint concerns procedures or treatment, it will be handled by a member of the management team.

Are you dissatisfied with how your complaint has been handled?

If you feel that your complaint has not been handled to your satisfaction, you can do the following.

Does your complaint relate to the **professional conduct of a doctor**? If so, you can contact the Regional Disciplinary Tribunal for Healthcare.

If your complaint relates to a **pre-employment medical examination**, you can contact the Pre employment Medical Examination Complaints Committee (Commissie Klachtenbehandeling Aanstellingskeuringen).

Does your complaint concern psychological services, Track 2, assessment, (career) coaching, or outplacement? Then you can contact the OVAL disputes committee.

Can your complaint be resolved in the meantime?

If Meijers Vitaal has resolved the complaint to your satisfaction, these regulations will no longer apply to that complaint.

In this situation, Meijers Vitaal will inform you of this in writing. If you are not satisfied with the handling of your complaint, it will still be dealt with in accordance with these regulations.