



Authorisation form (complaint procedure)

If someone else is submitting the complaint on your behalf, you will need to give them permission to do so using this authorisation form.

1. Your details

Initials: _____

Surname: _____

E-mail
address: _____

2. Details of the person you are authorising (representative)

Initials: _____

Surname: _____

Address: _____

Post code: _____

Town/City: _____

Country: _____

E-mail
address: _____

To better assist you, we would like to call you over the phone if possible, to discuss your message. If you would like us to call you, please leave your phone number and the week days and times that you can be reached.

Telephone number (including
country code, e.g. +31 ...): _____

Week days and times that you
can be reached: _____

Good to know: if we call you our phone number will not be visible.

You are responsible for submitting your details, even if you have authorised someone else to do so on your behalf. Ensure that your details are complete and correct, and submit them to us on time.

3. Signature

I hereby authorise my representative to submit a complaint on my behalf for processing by the Ministry of Foreign Affairs. The representative is authorised to receive and access all necessary information and documents relating to the complaint, and to communicate on my behalf with the Ministry of Foreign Affairs and other organisations involved in processing the complaint.

I give the Ministry of Foreign Affairs permission to process my personal data, and those of my representative, for the purposes of processing my complaint.
I declare that this form has been completed truthfully.

Please ensure that you and your representative sign the form in pen.

Complainant

Representative

Signature: _____

Signature: _____

Name: _____

Name: _____

Place: _____

Place: _____

Date: _____

Date: _____

4. Submitting the form

Once you have signed the form in pen, you can scan it and send it with the complaints form to:

HDCV-NWW-KLACHTEN@minbuza.nl

If you are unable to submit the form online, you can also send it by post to:

Ministry of Foreign Affairs
Legal Affairs Department, Dutch Law Division (DJZ/NR - KLACHTEN)
P.O. Box 20061
2500 EB The Hague

You will hear within 5 working days whether your complaint will be processed. We aim to process your complaint within 6 weeks. We will inform you if the processing time is expected to exceed 6 weeks.

If you send a copy of your ID card or passport, please use the KopieID app. This app allows you to make a secure copy of your identification documents using your mobile phone or tablet. More information about the KopieID app can be found on [government.nl](https://www.government.nl)