



## Complaints form NetherlandsWorldwide

If you are dissatisfied with how a NetherlandsWorldwide staff member or a Dutch representation abroad has dealt with you, you can submit a complaint using this form, and we will look into it.

### 1. Your details

Initials: \_\_\_\_\_

Surname: \_\_\_\_\_

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.

### 2. Your complaint

Please state below the reason for your complaint by crossing the correct box. If you have a reference number or reference code, please supply it below. For example the reference number of your application, or the reference code of the letter.

I am dissatisfied with how I was treated by a staff member.

I am dissatisfied with my application for a(n):

- Passport
- ID card
- Caribbean visa or short-stay Schengen visa
- Visa facilitation
- Long stay stay visa (MVV)

Other, (please specify):

Assistance provided to me as a Dutch national in an emergency abroad.

I am dissatisfied with the information I received from NetherlandsWorldwide, a Dutch embassy or a Dutch consulate-general.

### 3. Details of your complaint

Describe your complaint in brief. We will contact you at a later date (by email or telephone) and invite you to provide more detailed information. To help us understand the nature of your complaint, please answer the following specific questions.

Where and when did the situation take place? Which Dutch embassy, Dutch consulate-general or department of NetherlandsWorldwide does your complain concern?

Have you contacted NetherlandsWorldwide, a Dutch embassy or a Dutch consulate-general about your situation? If so, on what date and at what time? Which number did you call? What was the name of the person you spoke to?

Are you submitting supporting documents? Cross one of the following boxes:

No

yes, please specify:

*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)*

#### 4. Signature

I declare that this form has been completed truthfully. I give the Ministry of Foreign Affairs permission to process my personal data for the purposes of processing my complaint. I also give permission for these details to be shared with other organisations involved in investigating and processing the complaint.

*You may use a digital signature.*

Signature:

Name:

Place:

Date:

---

---

---

---

#### 5. Submitting the form

If you are submitting the complaint yourself, send it by email to:

HDCV-NWW-KLACHTEN@minbuza.nl

If you are unable to complete and submit the form online, you can instead send an email with the information required in this form. If this is not possible, you can send a printed copy of the completed form, or a letter containing the required information, by post to:

Ministry of Foreign Affairs  
Legal Affairs Department, Dutch Law Division (DJZ/NR - KLACHTEN)  
Postal address  
Postbus 20061  
2500 EB The Hague

*If your representative is submitting the complaint on your behalf, you will have to give them permission to do so. Use the authorisation form for this. Don't forget to sign the authorisation form in pen. You can find the form on the web page below:*

**<https://www.netherlandsworldwide.nl/submit-complaint>**

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.