

Complaint handling procedure InTense B.V.

1. We will acknowledge your complaint in writing within five working days of receipt.
2. We will investigate your complaint and strive to send a response to you within four weeks of receipt of your complaint. If we are unable to provide a response within four weeks, you will receive an update.
3. We will endeavor to send a final response to you within eight weeks of receipt of your complaint. If we are unable to provide you with a final response within this time frame, we will write to you explaining the delay and advise you when you can expect a final response.
4. If you are dissatisfied with the final response you have received from us, you may escalate your complaint for review to the management team of InTense B.V. If you are still not satisfied with the outcome, we will engage an independent dispute resolution service (mediator) in consultation with you to ensure the complaint is handed and resolved to your satisfaction.
5. Complaints are recorded in our central register. All complaints will be destroyed after a five-year retention period.
6. In case we have to process personal data to handle the complaint, we will process all personal data in accordance with our privacy policy.
7. This complaint handling procedure may be updated from time to time.