



Ministry of Foreign Affairs complaints form

If you are not satisfied with the service you have received, you can submit a complaint using this form. Print the form out and fill it in. Follow the instructions for submitting the form under step 5.

Please note: You cannot use this form to submit an objection, appeal or petition.

1. Your details

Initials:

Surname:

We would like to call you. This will enable us to process your complaint more quickly.

Phone number:

Company name (if applicable):

Street and house number:

Postcode and town/city:

Country:

Email address:

2. Details of your representative

If someone else – such as your lawyer – is submitting the complaint on your behalf, you will need to authorise them to do so by filling in their details here and adding your signature.

Initials:

Surname:

We would like to call your representative. This will enable us to process your complaint more quickly.

Phone number :

Company name (if applicable):

Address:

Postcode and town/city:

Country:

Email address:

Your signature:

Place and date:

3. Details of the complaint

A. What is the reason for your complaint? Tick one of the following boxes:

- a visa application
- the civic integration exam
- the legalisation and/or verification of documents
- a passport or ID card application. Or services relating to notarial matters, civil status records, naturalization or international legal assistance.
- a request for assistance made by a Dutch national abroad. Or assistance provided to a Dutch national abroad, for example assistance to prisoners.
- other (please specify):

B. Please describe your complaint in as much detail as possible.

C. What action do you expect the Ministry of Foreign Affairs to take?

D. Which department or division does your complaint concern? Or, which Dutch embassy or consulate? For example: The consulate in Chengdu. Or: Legal Affairs Department, Dutch Law Division.

E. Do you have a reference code or reference number? For example: the reference number of your passport application. Or the reference code included in a letter. Tick one of the following boxes and fill in the number or code if relevant:

- No
- Yes
 - Reference code/number:
 - Type of document:
 - Date:

F. Have you already been in contact with a member of staff? Tick one of the following boxes and provide additional information if you have it:

- No
- Yes, with:

G. Where and when did the situation arise?

- Place:
- Date and time:

H. Can we call you to discuss your complaint? Tick one of the following boxes:

- No
- Yes, on (date): _____ from (time): _____ hours until _____ hours

I. Would you like to request a formal hearing for your complaint? Tick one of the following boxes:

- No
- Yes

J. Are you submitting supporting documentation with this form?

- No
- Yes, please specify:

4. Signature

Sign the form with a pen and add the place and date of signing.

Signature: _____

Place and date: _____

5. Submitting the form

If you are submitting the complaint yourself, scan the completed form and send it to klachten@247bz.nl. You can also send the form by post to:

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

If your representative is submitting the complaint on your behalf this must be done by post. Please ensure that your representative signs the form in pen.