



Complaint form

NetherlandsWorldwide

If you are dissatisfied with the way a NetherlandsWorldwide staff member or a Dutch representation abroad has handled treated you, or if you believe you were misinformed by the Dutch Ministry of Foreign Affairs, you can file a complaint using this form, and we will investigate the matter.

1. Your details

Initials

Surname

E-mailadress

To better assist you, we would like to call you by 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.

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.

2. Your complaint

Please state below the reason for your complaint by crossing the correct box (multiple options possible).

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

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 briefly. 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 questions.

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

Have you contacted NetherlandsWorldwide, a Dutch embassy or 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:

Please note that it is not necessary to send your Passport or ID card along with this complaint form.

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.

Name

Place

Date

Signature

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 submit the form digitally, 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 with the information that is requested in this form, 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 you have a representative to submit the complaint on your behalf, you will have to give him/her permission to do so. In this case please fill in and sign the authorisation form with pen. You can find the form via the web page below:

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

You will be notified 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 will take longer than 6 weeks.