



## Authorisation form (complaint procedure) NetherlandsWorldwide

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

### 1. Your details

Initials Surname  
E-mailaddress

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

Initials Surname  
Address  
Post code Town/City  
Country  
E-mailaddress

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

### 3. Handtekening

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

Name

Place

Date

Signature

## Representative

Name

Place

Date

Signature

## 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 via e-mail, 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 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 takes longer than 6 weeks.

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