

Eurofiber complaints procedure

Eurofiber wants to provide quick, excellent service. We are always eager to hear from you about how we can improve our service. Have our services failed to meet your expectations? Let us know so we can find a solution. Any of Eurofiber's current or potential customers or stakeholders can submit a complaint to us.

We define a complaint as follows: 'each expression of dissatisfaction regarding the services, the provision of services or an employee of Eurofiber or any of the parties we work with'.

Submit a complaint

You can submit your complaint to us in various ways:

- by phone: (030) 242 8960 (please ask for the Complaints and Compliments Team)
- online: through the [feedback form](#)
- by email: feedback@eurofiber.com
- by mail:
 - Eurofiber
 - Attn. Complaints and Compliments Team
 - PO Box 7072
 - 3502 MA Maarssen

Required information

Would you like to submit your complaint by mail or email? Then please be sure to include the following information:

- your name, company name, business email and telephone number;
- your complaint or issue
- your requested solution

This information will enable us to process your complaint or signal quickly and diligently. You can optionally enclose documents and/or photos.

The process

Are you submitting a complaint online or by email? Then the first step will be a confirmation of receipt from us. That ensures that you will know we have received your complaint or issue.

All such reports will usually be followed up by contacting you (by phone) on the next working day. We will then let you know how much time we will need to handle your complaint and when we can give you our detailed response. If necessary, we will contact you in between to ensure a better handling of your complaint.

The decision: our detailed response to your complaint

We will handle your complaint diligently. We will notify you of our decision. We call that our detailed response. We try to provide that in a manner that is easy to comprehend. Still have questions? Then you can contact our Complaints and Compliments Team by calling (030) 242 8960 or sending an email to feedback@eurofiber.com.

Do you disagree with our decision?

We will do our utmost to ensure your complaint or signal is handled satisfactorily. Are you still not entirely satisfied with the solution? Then you can submit a follow-up complaint. In that case, you can choose to notify the employee who has shared our detailed response with you or contact the Complaints and Compliments Team (feedback@eurofiber.com). Your follow-up complaint will be handled by a manager or board member.

Disclaimer: The Eurofiber complaints procedure complies with ISO requirements and is subject to periodic quality control under the responsibility of the Quality Management department at Eurofiber. The ISO requirements have been documented and safeguarded regarding the following topics: respond to the complaint, evaluate the necessity to take measures and prevent recurrence, implement the necessary measures, assess the effectiveness of the measures and, if necessary, implement changes in the quality management system.