



Complaint form

What can I do if I have a complaint?

You can submit a complaint if you are unhappy about the way in which you have been treated by the IND.

For example, if you think that you have had to wait too long for your application to be processed or for a response to your letter or if you did not receive the information that you requested.

Where can I submit my complaint?

You can send this complaint form (including the appendices) to:
Immigratie- en Naturalisatiedienst
Centraal Klachtenbureau
Postbus 5805
2280 HV Rijswijk

What can I expect from the IND in terms of handling my complaint?

Once you have sent in this complaint form you will receive, in the first instance, confirmation of receipt of your complaint. The IND will respond to the content of your complaint within six weeks. The IND may extend this period for a maximum of four weeks if necessary. In some cases the IND will ask you if you would like to speak to someone about your complaint. The IND can then respond to your complaint either by telephone or in writing. If your complaint appears to be valid, the IND will try to find a suitable solution.

Version

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Please fill in the details requested below

Initials and surname

Male Female

Street and house number

Postcode

Town/city

Country

Telephone number (daytime)

If you are submitting a complaint on behalf of a foreign national, then please complete the details requested below. Please bear in mind that you need to have authorisation in order to act on this person's behalf. If you have not been authorised, the IND will not be able to process the complaint.

Initials and surname

Male Female

Date of birth

Nationality

IND file number

V-number

Date

Signature

Please use the other side of this form or additional pages to give details of the complaint, the date of the actions upon which the complaint is based and (if applicable) the name of the IND official or interpreter about whom you would like to make a complaint.