

Complaint Procedure De Appel Curatorial Programme 2016-17

Article 1: Definitions

1. CP: The Curatorial Programme of de Appel Arts centre in Amsterdam;
2. Complainant: Participant of the Curatorial Programme or a legal representative of a participant;
3. Complaint: A complaint is an expression of dissatisfaction, made in writing, about the standard of service, actions or lack of action by de Appel or its staff, affecting an individual participant or group of participants.

Article 2: Submitting a complaint

1. The complaint should be submitted in writing, with a clear motivation and signed by the complainant. The complaint should be submitted to the Coordinator of the Curatorial Programme, Saskia van der Kroef: saskia@deappel.nl, Prins Hendrikkade 142, 1011 AT Amsterdam, the Netherlands.
2. Complaints concerning general, open information or decisions, about which participants of the programme are informed prior to the start of the programme, are not applicable for his procedure.

Article 3: Handling of the complaint

1. Each complaint shall be investigated, provided that it is received within reasonable time after the event that prompted the complaint.
2. The Coordinator/Head of the CP will send the complainant a confirmation of the submitted complaint within 14 working days.
3. The Coordinator/Head of the CP will provide the complainant with all relevant information concerning the event that prompted the complaint. The complaint will be handled confidentially by the Coordinator/Head of the CP and – if necessary – the independent supervisor.
4. Within two weeks the Coordinator/Head of the CP will give the complainant the chance to further elaborate on the complaint. A report will be made from this meeting, which is sent to the complainant.

Article 4: Decisions

1. Within 30 days the Coordinator/Head of the CP will make a decision concerning the complaint. This decision will be submitted to the complainant and entails the results of the procedure, the conclusions, reactions, and the handling of the complaint.
2. If the complaint cannot be processed within 30 days, the Coordinator/Head of the CP will inform the complainant when to expect a response. The Coordinator/Head of the CP will also disclose the reasons for any delay.
3. If the complainant does not agree with the decision he or she can submit the complaint in writing to Hendrik Folkerts, Curator Documenta 12, folkerts@documenta.de. He will treat your complaint independently within 30 days.

4. The decision made by the independent supervisor is binding for de Appel arts centre. If necessary de Appel arts centre will carry out the proposed actions by the independent party within two weeks.

Article 6: Registration and archive

1. All complaints will be registered by de Appel arts centre and archived for a period of five years.

Article 6: Starting date

1. This procedure is effective from 1 April 2014 onwards.