



Royal Netherlands Marechaussee

# Complaints procedure KMar

Complaints procedure for citizens who wish to file  
a complaint against an employee of the Royal  
Netherlands Marechaussee



**The proper conduct of employees is of great importance to the Royal Netherlands Marechaussee. Nevertheless, you may experience conduct on the part of an employee of the Royal Netherlands Marechaussee that, in your opinion, is improper or incorrect. It is best to report such conduct. The Royal Netherlands Marechaussee takes complaints very seriously.**

## Filing a complaint

Your complaint will be received by the Complaints Section of the Royal Netherlands Marechaussee. After the complaint has been evaluated against the General Administrative Law Act, you will receive a confirmation of receipt as soon as possible.

### **Please include the following in your complaint:**

- Your full name, address and city/town of residence;
- Your telephone number;
- A complete description of the incident;
- The date and possibly the time of the incident; and
- If possible, the name(s) or the personnel number(s) of the Royal Netherlands Marechaussee employee(s) in question.

### **You can file your complaint:**



By means of a digital form. This form is available at [english.marechaussee.nl](https://english.marechaussee.nl) > Contact us > Complaints and Claims > Complaints about the conduct of Marechaussee personnel



By sending an email to [sie.klachten.kmar@mindef.nl](mailto:sie.klachten.kmar@mindef.nl); or



By sending a letter to the following postal address:  
*Staff of the Commander of the Royal Netherlands Marechaussee  
Integrity Cluster Attn Complaints Coordinator  
PO Box 90200 | 3509 BE UTRECHT | The Netherlands*

*Please note that the Royal Netherlands Marechaussee requires your name and address details to be able to handle your complaint. We cannot handle your complaint without these details. Your name and address details will be stored for ten years in the complaints registration system of the Royal Netherlands Marechaussee in accordance with the General Data Protection Regulation (GDPR). Your name and address details will only be used for the handling of your complaint.*

## The handling of your complaint?

If you have filed a complaint with the Royal Netherlands Marechaussee, the following procedure will be completed.

# Complaints procedure

## First phase

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1. Receipt of your complaint by the Complaints Section of the Royal Netherlands Marechaussee



2. Your complaint will be evaluated against the General Administrative Law Act



3. Confirmation of receipt of your complaint



4. Your complaint will be handled by the complaints officer of the brigade to which the employee in question belongs;



5. You will be given the opportunity to tell your side of the story to the complaints officer and the Royal Netherlands Marechaussee employee(s) in question (provided that these employees have been identified) will be given the opportunity to tell his/her side of the story to the complaints officer;



6. The complaints officer will ascertain whether a mediation interview attended by you, the employee(s) in question and the complaints officer in attendance can be held



7. You will receive a written reply to your complaint from the complaints officer.

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### Additional explanation to step 8:

The Independent Complaints Commission will advise the Commander of the Royal Netherlands Marechaussee on whether your complaint is founded or unfounded. This advice may also contain 'no judgement', however. The Independent Complaints Commission will organise a hearing that

you are expected to attend. The employee(s) of the Royal Netherlands Marechaussee in question will also be present, provided that they have been identified. If you wish to do so and after consulting the secretary of the Independent Complaints Commission, you may bring a lawyer, confidential adviser, representative of an organisation, etc.

## Second phase

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8. If you are not satisfied with the handling of the complaint following the completion of the first phase, the commander of the brigade concerned will draw up his view of your complaint



9. If you are not satisfied with the opinion of the brigade commander, you may submit a request to have your complaint brought before the Independent Complaints Commission of the Royal Netherlands Marechaussee;



10. The Commander of the Royal Netherlands Marechaussee will decide on your complaint;



11. If you disagree with the decision of the Commander of the Royal Netherlands Marechaussee, you may contact the National Ombudsman. Information about this procedure is available at [www.nationaleombudsman.nl](http://www.nationaleombudsman.nl).

### Additional explanation to step 9:

The Commander of the Royal Netherlands Marechaussee will decide whether your complaint is founded or unfounded and will be advised by the Independent Complaints Commission. The decision may also be one of 'no judgement', however. The decision will be sent to you in writing.



## Purpose of the right of complaint

The purpose of the right of complaint is to learn as an organisation from the complaints filed and thereby improve the quality of the work processes. A complaint filed will at no time have consequences regarding the legal status of the Royal Netherlands Marechaussee employee(s) in question.

## Legal framework

Each complaint is handled in accordance with the 2004 Complaints Regulations for Police Tasks of the Royal Netherlands Marechaussee/Armed Forces or the Ministry of Defence Complaints Regulations. These complaints regulations are based on the Police Act 2012 (Chapter 7) and the General Administrative Law Act (Chapter 9). The Royal Netherlands Marechaussee processes your data with due observance of current privacy legislation as laid down in the General Data Protection Regulation (GDPR). Your personal data will be stored for ten years in the complaints registration system of the Royal Netherlands Marechaussee. The Royal Netherlands Marechaussee will only use your personal data in relation to the handling of your complaint.