



Complaints Procedure

Introduction

We are committed to providing high-quality services. If you have a complaint, this procedure explains how it will be handled.

How to Submit a Complaint

Complaints can be submitted in writing to: info@intsg.eu or Langeweg 18b, 3233 LM Oostvoorne, The Netherlands.

Acknowledgement

We will acknowledge your complaint within 5 business days.

Investigation

Your complaint will be reviewed by our management team. We aim to respond with a resolution within 14 business days.

Escalation

If you are not satisfied with the resolution, you may escalate the complaint to an external dispute resolution body or supervisory authority.

Contact

For complaints, please contact: info@intsg.eu.