



WSF – World Sustainability Fund



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Customer Service Complaint Resolution Process

If you experience an issue with WSF's delivery then we encourage you to report it to us using this complaint resolution process. In particular, we encourage you to use this process if you feel we have been too slow, made a mistake or you have suffered from bias.

We try to resolve complaints as soon as possible but have structured a process that allows you to escalate your complaint through our management team to WSF's Ombudsman's process instead.

Who can use the process?

This process is open to anyone connected to WSF.

What do you need to do?

Please send an e-mail to complaint@worldsustainabilityfund.nl and provide the ticket numbers of the requests where the problem arose.

What information do we need from you?

In addition to providing the ticket numbers for the requests where the problem arose, please provide any other information you believe we need to understand and resolve your complaint.

What is the expected time line?

We will acknowledge receipt of your complaint within a business day and will provide a substantive response within two business days. We will try to resolve your complaint as soon as possible.

Is there another escalation and resolution process?

WSF's Ombudsman can help resolve problems using Alternative Dispute Resolution techniques.

The Ombudsman e-mail is WSF - Danielle Simons <danielle@worldsustainabilityfund.nl>

The Ombudsman tel. is [+31 6 2017 8192](tel:+31620178192)
