

## COMPLAINT PROCEDURE INFORMATION

As a participant to a FESTIVAL Field Trial your feedback, positive or negative is always welcome and appreciated. The Field Trial Organizer should provide you with ways to express yourself and provide any feedback that seems relevant to you.

However if this not sufficient, and / or if:

- You feel that you were denied the opportunity to provide your feedback in a full and adequate way
- You have concerns about the way your private data has been treated by the Field Trial Organizer
- You have concerns about the safety of the trial
- You have complaints about the way the trial was organized and the way you have been involved
- Other?

You can place a formal complaint by following the procedure described below:

- 1) Fill the following Trial Complaint Form, in 3 copy
- 2) Address one form to the Field Trial organizer

*Name and Address....*

- 3) Address one form to the FESTIVAL Project Coordinator

**Levent GURGEN**

**contact@festival.eu**

- 4) Keep one copy for yourself.
- 5) You should be contacted rapidly by the project to evaluate your complaints.

In case no amiable agreement can be reached, the FESTIVAL Project is governed by the laws and regulations of the European Union (including Directive 95/46/EC of the European Parliament and of the Council of 24 October 1995 on the protection of individuals with regard to the processing of personal data and on the free movement of such data) and governed by Belgian law regarding the resolution of conflicts.

