



Nordisk Folkecenter
for Vedvarende Energi

Nordic Folkecenter for Renewable Energy

COMPLAINT GUIDELINES

We will show the way.

Nordic Folkecenter for Renewable Energy





COMPLAINT GUIDELINES

Nordic Folkecenter for Renewable Energy's core values are honesty and thoroughness.

Therefore, we also want you to feel that your potential complaint is taken seriously when you send it.

Below you can read about how to make a complaint, how we process your complaint and, if there are doubts about impartiality, to whom the complaint should be sent.

How to complain

If you want to complain about the Nordic Folkecenter for Renewable Energy, please send the complaint to info@folkecenter.dk.

In the complaint, you must write what the complaint is about and describe it in as much detail and documentation as possible.

How we process your complaint

Once we have received the complaint, you will be sent a confirmation of receipt. You can expect up to five working days before we acknowledge receipt.

The complaint is then processed. This process can take up to four weeks.

Processing of the complaint will primarily take place internally at the Nordic Folkecenter - senior management and the board will handle your complaint.

By impartiality

If the complaint concerns a matter where Nordic Folkecenter's top management and board cannot be seen as impartial, the complaint will be forwarded to the Danish Energy Agency, which will continue the complaint process.

If the complaint concerns a project in which other financial grants are included, the donor of these grants will also be involved in the complaint process.

You will be informed about this matter if it becomes relevant.

Questions

If you have any further questions about the complaint process at Nordic Folkecenter, which have not been answered in this guide, you can contact us on tel.: +45 9795 6600