
Submit Complaint

Last Updated Friday, 23 July 2010

In order to deal with your complaints as accurately as possible, SPARK kindly asks you to fill out this complaint form . Information will be treated confidentially. A confirmation e-mail will be sent to you right away.

If you do not receive a confirmation e-mail with the content of your complaint, please send an e-mail to spark@spark-online.org, indicating 'complaint' in the subject line of the e-mail.

We strongly recommend you to read the highlights of our complaint procedure. The complete procedure is available upon request.

Possibility to appeal

In case a client is unsatisfied about the way his or her complaint has been dealt with by SPARK, the client can submit a written appeal with (one of) the directors of SPARK by sending an email to spark@spark-online.org (Reference: Yannick du Pont or Michel Richter.)