

Complaints procedure Meldpunt Kinderporno on the Internet

If you are not satisfied with the way in which employees of the Meldpunt Kinderporno have acted, you can submit a complaint.

The Hotline, as a member of INHOPE, the International Association of Internet Hotlines, adheres to the 'Code of Practice' of INHOPE. You can find them here: <http://www.inhope.org/gns/who-we-are/our-governance.aspx>.

You can send your complaint to the Meldpunt Kinderporno to info@meldpunt-kinderporno.nl.

Indicate clearly to which report or action the complaint relates and do not forget to send your contact details, such as your name and address.

If the complaint meets the above conditions, Meldpunt Kinderporno will send a response within three working days.

If the complainant is of the opinion that the complaint has not been handled correctly, he/she can appeal within 14 days by sending an email to the management via info@meldpunt-kinderporno.nl or by mail:

Hotline Child pornography on the Internet
to Meldpunt coordinator
Nieuwezijds Voorburgwal 21-2
1012RC Amsterdam

The director will inform you about the further processing of the complaint and the associated deadlines within a period of eight days after receipt of the complaint.