



Receipt and follow-up after filing

FORMAL COMPLAINT - 28 AUGUST 2026

-
- 01** **09:40 - automated acknowledgement**
-
- 02** **report forwarded; answer by end September**
-
- 03** **12:51 - email from complaints coordinator**
-
- 04** **formal receipt - reference 1017347**
-



PUBLIC DOSSIER DOCUMENT - ENGLISH TRANSLATION - 28 AUGUST 2026

Automated acknowledgement after complaint

Readable English public translation without phone frame or Gmail interface.

Independent English translation for public access. The Dutch source document remains authoritative.

SENDER	Municipality of Heerlen - automated message
TO	Michel Peen - personal email address redacted
DATE	28 August 2026 - 09:40 CEST
SUBJECT	Automatic reply: FORMAL COMPLAINT - absence of response from the Mayor of Heerlen concerning PULSE-TWIN

Message text

Dear reader,

Thank you for your email to the Municipality of Heerlen. We will process your request or enquiry as soon as possible.

Our website, www.heerlen.nl, contains extensive information about the Municipality of Heerlen, including opening hours, products and services, official announcements, roadworks, events, Sunday shopping dates and projects.

You can also arrange matters with the municipality online. For example, you can make an appointment at the public service desk, request an extract from the Personal Records Database or a copy of a civil-status certificate, report a change of address, and much more.

Is there a nuisance issue or is something broken in Heerlen? Report it directly to the relevant department at <https://melding.heerlen.nl/>. Urgent reports can be submitted 24 hours a day, seven days a week by calling +31 (0) 45 560 50 40.

The Customer Contact Centre can be reached by telephone on 14 045, or from abroad on +31 45 560 5040, on working days from 8:30 a.m. to 5:00 p.m.

Greetings from Heerlen,

Customer Contact Centre

Heerlen

Municipality of Heerlen, Public Services, PO Box 1, 6400 AA Heerlen, visiting address: Geleenstraat 25, Heerlen, telephone: 14 045.

This generic automated message confirms technical receipt but contains no case number, assigned complaints handler or specific handling timeframe.



PUBLIC DOSSIER DOCUMENT - ENGLISH TRANSLATION - 28 AUGUST 2026

Circulation and response timeframe confirmed

English public translation of the visible core passage confirming handling of the report and seven administrative questions.

Independent English translation for public access. The Dutch source document remains authoritative.

SENDER	Patrick Sassen - Municipality of Heerlen
TO	Michel Peen - personal email address redacted
DATE	28 August 2026
SUBJECT	Acknowledgement of correspondence dated 29 July and 20 August 2026 concerning AI and digital surveillance (PULSE-TWIN)

Message text

Your report and the seven accompanying administrative questions have now been forwarded to the responsible portfolio holder or holders and the relevant municipal departments for substantive assessment.

In view of the scope and complexity of the points you have raised, we aim to provide you with a substantive and separate response to your questions no later than the end of September 2026. If that timeframe unexpectedly proves unachievable, we will inform you in good time and provide reasons.

Greetings from Heerlen,

Patrick Sassen

The supplied email capture shows this core passage in full. The exact sending time is not visible in the available excerpt. The Dutch source remains authoritative.



PUBLIC DOSSIER DOCUMENT - ENGLISH TRANSLATION - 28 AUGUST 2026

Cover email from the Complaints Coordinator

English public translation of the email by which the formal acknowledgement letter was supplied.

Independent English translation for public access. The Dutch source document remains authoritative.

SENDER	Nathalie Breijman-Hartmans - Complaints Coordinator - Legal Affairs
TO	Michel Peen - personal email address redacted
DATE	28 August 2026 - 12:51 CEST
SUBJECT	acknowledgement of complaint

Message text

Dear Mr Peen,

Please find attached the acknowledgement of receipt concerning your complaint of 28 August 2026.

Greetings from Heerlen,

Nathalie Breijman-Hartmans
Complaints Coordinator

The attachment referred to in this email is translated in the next document in this bundle. Direct contact details have been redacted. The Dutch source remains authoritative.



FORMAL ACKNOWLEDGEMENT - ENGLISH PUBLIC TRANSLATION - 28 AUGUST 2026

Formal acknowledgement of complaint

English public translation of the Municipality of Heerlen letter bearing reference 1017347.

Independent English translation for public access. The Dutch source document remains authoritative.

ISSUING BODY	Mayor and Aldermen of Heerlen
HANDLER	N. Breijman-Hartmans - Complaints Coordinator
DATE	28 August 2026
MUNICIPAL REFERENCE	1017347
SUBJECT	Acknowledgement of complaint

Message text

Dear Mr Peen,

By this letter we confirm receipt of your complaint of Friday, 28 August 2026.

A period of six weeks applies to the handling of your request. If we require more time, you will be informed before that period expires whether it will be extended by four weeks.

If you have any questions, you may contact the handler identified in the margin of the Dutch source letter.

Yours faithfully,

The Mayor and Aldermen of Heerlen,
on their behalf,

N. Breijman-Hartmans
Complaints Coordinator

This letter was generated automatically and is therefore unsigned.

Independent English public translation. The Dutch source letter remains authoritative. It confirms a six-week handling period and states that the municipality may extend that period by four weeks after giving notice before expiry.