PUBLIC READING TRANSLATION

Complaint decision: findings and outcome

Decision date	9 October 2026
Issuer	Mayor and aldermen of Heerlen, Legal Affairs Team
Recipient	Michel Peen
Source	Municipal decision received at 12:07 CEST; source pages 3-4

Scope of this translation

Translation of the municipal text beginning with 'General' on source page 3 and continuing through page 4. The earlier pages reproduce the complaint, which is already published separately. The full anonymised Dutch decision is the authoritative source.

General

The complaints procedure under the Dutch General Administrative Law Act allows you to complain if staff members or other persons working under the municipality's responsibility behave improperly.

Investigation and finding

The investigation found that, up to the time you submitted your complaint on 28 August 2026, no response to your emails had been sent to you. On 28 August 2026, the PULSE Twin coordinator sent you an acknowledgement by email. It explained that, because of the complexity of your questions, more time was needed to prepare a substantive response. We understand this explanation from the specialist team.

However, the acknowledgement was sent only after you had already submitted your complaint. It has therefore been established that you had received no feedback before submitting your complaint.

We therefore find your complaint well-founded.

Disagree with the outcome?

If you disagree with the outcome of the complaints procedure, you may ask the National Ombudsman in writing to investigate how the municipality behaved in this matter. You must do so within one year. That year starts after the day this letter was sent.

The National Ombudsman's address is: Postbus 93122, 2509 AC Den Haag. We strongly advise you to contact the Ombudsman by telephone before submitting a petition. The telephone number is [contact details redacted].

Closing

Yours faithfully,
Mayor and aldermen of Heerlen,
on their behalf,
[name redacted],
Manager, Legal Affairs Team

This letter was generated automatically and has therefore not been signed.

Informative English reading translation. Other personal names, contact details and case references are redacted. The anonymised Dutch original remains authoritative. This document reproduces the municipality's finding; it adds no independent legal assessment.