

COMPLAINTS- AND DISPUTES POLICY

Date last modified: 01-06-2022

The Dutch text of this Complaints and Disputes policy (Dutch: 'Klachten- en geschillenregeling 01-06-2022') is the authentic text and shall prevail over any translations of this Complaints and Disputes policy.

Complaints and Disputes procedure Child Development

Child Development strives to provide you with the best possible service. However, you may be dissatisfied with something. If the care does not meet your needs or if you have suggestions for improvements, we would like to hear from you. That is why it is important that you make your complaints, ideas and appreciation known to us. With your response Child Development can improve its services. The practice has a complaints procedure that aims to ensure that a complaint is handled in a correct manner.

How and to whom can a complaint be submitted

- The complaint can be submitted to the therapist in writing, by e-mail, by phone or orally. Child Development registers the complaint on the complaint form and informs the complaint reporter about the procedure. If desired or necessary, the reporter may request further explanation.
- If you prefer not to report the complaint directly to the therapist, please send an email to admin@childdevelopment.nl. Child Development's complaints officer will then contact you.
- Child Development investigates the complaints and determines a follow-up. You will receive a written notification from us within 6 weeks after submitting the complaint in which we substantiate our assessment of the complaint with reasons, which decisions and measures we take and within what period these decisions and measures will be implemented.
- If, in our opinion, we need more time for the required careful investigation of a complaint, we can extend that term by a maximum of 4 weeks. If this is the case, we will inform you in writing as soon as possible.
- When the complaint has been settled, the appointment and solution are registered on the complaint form. Complaints handled are kept by the practice for at least one year. Documents will be kept on file in line with GDPR guidelines.

Complaint's desk / dispute committee

If you are of the opinion that:

- I. the communication you receive from us about our assessment and action with regard to your complaint does not sufficiently address your complaint, or;
- II. you cannot reasonably address the complaint to us, as circumstances do not allow;
then you can request the assistance from one of the Dispute Committees.

Child Development is affiliated with the following dispute committees:

- Occupational therapy: Klachtenloket Paramedici – www.klachtenloketparamedici.nl
- Psychology: Geschillencommissie Psychische en Pedagogische - www.degeschillencommissie.nl

You can make your complaint known to the Disputes Committee via the link above. An independent complaints officer will then contact you. You can address questions about submitting a complaint.

Privacy

Anyone, involved in the complaint handling is obliged to maintain confidentiality (unless the law obliges him or her to disclose it, or if this is necessary for the implementation of our complaints procedure).

