

## **Information About Our Complaints Procedure**

### **Introduction**

The employees of the International Health Centre The Hague strive to help you as well as possible during your visit to our Centre, to both treat you and attend to your needs. Despite this aim, it is possible that you are not totally satisfied, or that incidents occur that you experience as unjust. You can deliver a complaint about these things.

We find it very important to settle your discontent as quickly as possible and to prevent similar occurrences in the future. Your complaint can be an occasion for us to look to certain matters more closely or to adjust our policies.

There are different possibilities for how your complaint can be addressed. This brochure gives information about the manner in which you may express your feelings of unrest and your complaints and about the method used to handle your complaint. You can count on the fact that your complaint will be taken seriously.

### **Possibilities for reporting a complaint:**

1. Speak about it instantly
2. Ask for a complaint form at one of our reception desks
3. You can fill a form on our website page: <https://www.ihch.nl/contact-us/complaint/>
4. You can send a letter to: International Health Centre The Hague, for the attention of: complaint responsible
5. You can send us an email to: [complaintihch@ezorg.nl](mailto:complaintihch@ezorg.nl)
6. File your complaint with: De Geschillencommissie Zorg

**1.** The simplest, and also often the quickest and best solution is to speak about your complaint or experience as quickly as possible with the person who you feel has caused your complaint or is responsible. Such a conversation can have a clarifying effect and possibly relieve your complaint.

### **2. Complaint contact person**

In the Netherlands, there is a formal procedure for handling complaints. You can deliver a complaint verbally, in writing or by telephone with our own complaint contact person. This complaint intermediary can give you information and advice about the possibilities for reaching a solution.

You can make your complaint open to the inspection of the complaint contact person, perhaps by means of a complaint form to be found at the reception desks at our Centre. Afterwards, you can turn in the completed form at the reception or send it by postal mail (see the address of the complaint officer below). Your complaint will be brought to the attention of those concerned. The complaint intermediary will contact you as soon as possible with feedback about your complaint.

When you would like a response from those concerned, or seek a resolution of the problem, you can ask the complaint contact person to handle your complaint. The concerned party/parties will then be asked for a response and the answer will be shared either verbally or in writing. Also, the complaint contact person can arrange a talk between you and the concerned party/parties and could also present as an impartial facilitator of

the discussion. The complaint contact person strives to settle the complaint within a period of six weeks. If this is not possible, you will receive a message regarding this.

### **3. De Geschillencommissie Zorg**

It could be possible that the mediation by the complaint contact person does not lead to a solution for you, or you do not want to make use of this option. In that case, you can decide to file your complaint with:

De Geschillencommissie Zorg  
Postbus 90600  
2509 LP Den Haag  
T : 070-3105380  
E : [info@degeschillencommissiezorg.nl](mailto:info@degeschillencommissiezorg.nl)  
W: [www.degeschillencommissiezorg.nl](http://www.degeschillencommissiezorg.nl)

The Geschillencommissie Zorg is the independent commission that takes decisions about the soundness of your complaint. The Geschillencommissie Zorg takes into consideration your complaint written in a digital file or by post mail. When needed the commission will connect you with their adjoined complaint officer. This link provides you with information about the Geschillencommissie Zorg Algemeen.

<https://www.degeschillencommissiezorg.nl/clienten/zorgcommissies/zorg-algemeen/>

All the information will be following the Dutch requirements. Below the page you will see in an orange strip a blue button with the text "klacht indienen", if you click on the button you have to make an account in order to open up a digital file. You can always contact the complaint officer for support.

Referring to the investigation, the commission will do it utmost to produce a decision about the soundness of your complaint. This decision, and its possible advice, will be sent to those who the complaint was filed against within three months. You will receive notice if the duration for the investigation/decision exceeds three months.

#### **Report in your correspondence letter the following information:**

- You name, first initials and date of birth
- You address, postal code and telephone number
- The name of the person toward which the complaint is directed
- The location and department which your complaint is directed toward
- The date on which the complaint took place
- An accurate description of your complaint
- Location, date and signature

### **4. Outside authorities**

You can always turn in your complaint to **Regionaal Tuchtcollege**: Postbus 97831, 2509 GE Den Haag, tel: 070 350 0973

**Confidentiality:** The complaint intermediary has a professional obligation to keep all of your personal information confidential. You can therefore rest assured that your complaint will be handled with the highest confidentiality.

**Authorisation:** With the reporting of your complaint, the complaint contact person has authority to access your medical file. If case you do not want this, we ask you to make this known in writing. In the case that someone other than the client reports the complaint, the complaint letter should be co-signed by client.

**Registration:** When you report a complaint, it gets registered. The information is processed into a unanimous summary and presented to the Management of the International Health Centre. Your complaint is in this way an important tool in improving the quality of our healthcare and service.