

# Complaints Procedure for Parents

## Preface

Every customer (parent/carer) who uses the services of Xpect Kinderopvang (Board office) and the services of our affiliated childcare locations has the right to file a complaint if the service is unsatisfactory.

This is regulated by law: [Wet Kwaliteit, klachten en geschillen zorg \(Wkkgz\)](#) (the Care Quality, Complaints and Disputes Act (Wkkgz)).

If a customer has a complaint, two routes may be followed: the internal and external route.

1. Internal means that the customer tries to be heard within the organization.
2. External means that the customer submits their complaint to Landelijke Geschillencommissie Kinderopvang (the National Disputes Committee for Childcare) after first using the internal route. Parents' committees may submit complaints directly.

## Objective

This regulation describes the working method for handling and registering customer complaints. We strive to resolve complaints from individual customers and groups to everyone's satisfaction. In addition, the complaints procedure offers the possibility to work systematically on quality improvement for the entire organization.

## Definitions

Childcare:	The professional or other remunerated care and education of children until the first day of the month before which the children start secondary education.
Childminder Childcare	Childcare in a family situation, by someone other than the parent, may claim under <a href="#">Article 1.5 of the Childcare Act</a> an allowance or his partner, consisting of simultaneous care of no more than six children in the home where the parent or the childminder has their main residence.
Childcare Center:	A facility where childcare takes place, other than childminder care.
Childminder Agency:	An organisation that establishes and supervises childminder care.
Customer:	A person who uses, wishes to use or has used, the services of Board Office Xpect Kinderopvang and the affiliated organisations for the care of his or her children.
Board of Director:	The person with ultimate responsibility for the implementation of childcare within the organisation.
Director:	The manager of a childcare center, of the childminder agency or of employees of the Board Office Xpect Kinderopvang.
Employee:	A person who works at the Board Office Xpect Kinderopvang and/or at the childcare location, both employed by and(or) associated with, including persons who follow all or (part of) their training within the organization and provide services under the responsibility of the organisation.
Complaint:	A verbal or written expression of a customer's dissatisfaction with the way in which he/she or their child has been treated by the organisation and/or by an employee. The dissatisfaction may relate to actions and decisions or failure to do so with regard to the customer.

Examples of what complaints may be about include:

- Services provided by the Board Office (planning, finances etc.)
- Mediation and support by the childminder agency
- The working method of the childcare center, for example in dealing with parent / child
- Behavior of teaching staff or childminders with regard to the care of the child
- Failure to keep to agreements

**Complainant:** A customer or a group of customers who submit a complaint or want to see it presented to the Board Office Xpect Kinderopvang and/or its affiliated organisations or to an external complaints committee.

[Geschillencommissie kinderopvang](#) The external committee to which the Board Office Xpect Kinderopvang and all childcare locations are affiliated, to handle complaints from customers and to make recommendations about this to the Board of Directors.

### **Range**

The complaints procedure can be used by the customers of day-care centers, out-of-school care and childminders. The complaints procedure relates to all aspects of the organisation and services.

### **Submission of the Complaint**

Complaints and objections are approached positively: a complaint is regarded as free advice.

A complaint may be submitted by:

- the customer
- his/her legal representative
- his/her next of kin
- essential persons authorised by the customer.

The rules for submitting complaints have been made as simple and accessible as possible. A complaint may be submitted verbally or in writing: see the Service / Complaint form.

### **Assistance**

The complainant and the person complained about may be assisted or represented by a person designated by him/her/them.

### **Providing Information**

In order to assess the complaint, the Director can obtain further information from the complainant, the person who is the subject of the complaint, the Board Office Xpect Kinderopvang and the childcare centers as well as third parties. The consent of those involved is required to obtain information from third parties. The Director undertakes to treat all information relating to the complaint respectfully and to ensure confidentiality. We handle the personal data shared with us carefully and in accordance with the General Data Protection Regulation (GDPR). We explain how we do this in our Cookie and Privacy Statement, which can be found on the website of our location. If relevant, complaints are handled by the Director in close consultation with the Board of Director.

### **Right of Inspection**

The complainant, the employee concerned and the organisation are given the opportunity to see all documents relating to the complaint.

## **Confidentiality**

Everyone who is involved in the implementation of a complaints procedure and who thereby obtains access to information that is confidential, is obliged to maintain its confidentiality.

## **Periodic Reporting**

Complaints are registered per calendar year and stored at location /department level in a complaint file of the Director's own location or department. The complaints are regularly discussed by the Director with the Board of Director.

The Director prepares an anonymous department or location report annually. This report is made public and is presented to the works council, parent committees and the Board of Director. The complaint file is made anonymous at the end of the first quarter of the following year and sent to the GGD childcare inspector.

## **Internal Complaints Procedure**

Firstly, the complainant addresses the employee concerned with the complaint when it concerns the employee's behavior, what happened in the group or incorrect administrative services. The employee concerned tries to resolve the complaint in a satisfactory manner in consultation with the complainant. They may take necessary measures - in consultation with the Director - to resolve the complaint. They make a note of this on the 'Verbal complaints report form' and hand it over to the Director. If the complaint and the conversation lead to a change in specific agreements of childcare, the employee will record this in the child file.

After handling the complaint, the Director signs the verbal complaints report form and files the form at the location or department.

If the complaint is not resolved to the satisfaction of the parent, they may submit the complaint in writing to the Director using the Service/Complaints form.

The Director conducts interviews with the employee(s) and parents concerned. They will then take the necessary measures to resolve the complaint and will note it on the Service/Complaint form. If appropriate to the complaint and the situation, the complainant may receive written feedback, which the Director determines in consultation with the complainant.

After handling the complaint, the Director signs the Service / Complaint form and files the form on location or department. The intention is for the complaint to be settled satisfactorily within a few weeks.

If the complaint is not resolved to the satisfaction of the complainant, they may submit the complaint in writing to the Board of Director. If the complainant so desires, the Director can forward the Service / Complaint form to the Board of Director.

The Board of Directors will then handle the complaint. The complainant will be sent an acknowledgment of receipt. Depending on the nature of the complaint, the Board of Director will conduct an internal investigation and decide on follow-up actions. All this in close consultation with the Director.

No longer than six weeks after submission of the Service/Complaint Form on location, the Board of Directors will inform the complainant in writing of its decision and will explain any follow-up actions. All this will be copied to the Director. If the term is exceeded, the complainant will be informed in good time. If the complainant is satisfied, the procedure is closed.

If the complainant is not satisfied, the Board of Director will point out the option of submitting the complaint to the Geschillencommissie Kinderopvang.

The handling of a formal complaint through the Service/Complaint form via the internal complaints procedure takes a maximum of six weeks.

When the complaint has been dealt with, the Service/Complaint form is archived by the Director on location and processed in the complaint report.

Any verbal or written complaints are periodically discussed by the Director at the relevant location or department, and also during progress meetings with the Executive Board. Follow-up actions are planned if necessary.

### **External Complaints Procedure**

If the complaint is not resolved within six weeks or if the customer is not satisfied with the decision of the Director or Board of Directors, or if he prefers independent treatment, the complainant may turn to the Geschillencommissie Kinderopvang.

ATTENTION: Parent committees can submit disputes directly to the Geschillencommissie Kinderopvang.

### **Childcare Disputes Committee**

All our locations are mandatorily ([Childcare Act art 1.57b](#)) affiliated with the Geschillencommissie Kinderopvang. The Geschillencommissie Kinderopvang is open to parents who use daycare, out-of-school care and childminder care. And for parent committees in disputes between a partner and the parent committee regarding decision-making by a partner and powers of the parent committee as referred to in [Article 1.60 of the Childcare Act](#). There is a (low) financial barrier and the disputes must be related to the general terms and conditions.

The basic principle for complaints from individual parents is that before submitting a dispute to the Geschillencommissie Kinderopvang, the internal complaints procedure is followed first. This does not apply to parent committees.

A decision of the Geschillencommissie Kinderopvang is binding.

Prior to the handling of a dispute by the Geschillencommissie Kinderopvang, it is possible to resolve the complaint with the support of a Landelijk Loket (National Mediator). Depending on the nature of the complaint and the wishes of the parent/parental committee and partners, an attempt is made to resolve the complaint via the mediator. This is done with the aid of general and procedural information, targeted advice, and intervention or mediation. You can read the working method of the Geschillencommissie Kinderopvang (Childcare Disputes Committee) on the [website](#):

**Contact details Geschillencommissie Kinderopvang Disputes Committee:** Postal address: PO Box 90600 2509 LP The Hague  
T: 070 310 53 10 Monday to Friday 10:00 am - 4:00 pm

*Forms / documents to be used:*

- Verbal complaints report form (for employees)
- Service / Complaint form
- Brochure of the Landelijke Geschillencommissie Kinderopvang National Disputes Committee for Childcare



**Schematic representation of the Complaints Procedure**

