

IF YOU ARE NOT SATISFIED

U-center wants to support you as well as possible with your recovery and treatment program. Nevertheless, it may happen that you find that a U-center employee does not help you or does not respond correctly. In this leaflet you will find information about the possibilities to express your dissatisfaction and hopefully find a satisfactory solution.

Ask it

If you raise the issue about which you are not satisfied, practitioners and other U-center employees can usually do something about this. You have been helped, but also U-center, because it offers the opportunity to improve the treatment or the handling of patients.

Discuss it with the person who is concerned

Employees are open to your wishes and criticism. He or she would appreciate being the first to hear from you that you do not agree with the state of affairs. By speaking directly with the person who was the first to be involved in the origin of the problems that have arisen, these can also be solved where they originated.

Complaints officer

If, for whatever reason, you prefer not to discuss your displeasure with the person directly involved, you can contact the complaints officer of U-center. Of course you can also do this after you have spoken to the person concerned and are not satisfied with that. The complaints officer is independent, impartial and is not part of the permanent group of U-center employees. It does not pronounce judgments, can help to get complaints clear, mediates if necessary and can help to file a complaint with the complaints committee. Of course she can propose solutions.

Accessibility

The complaints officer will hold office hours on Wednesday from 12.00 to 14.00. In the room division you will find out in which room the complaints officer can be reached. Outside the office hours, the complaints officer can be contacted by e-mail (klachtenfunctionaris@u-center.nl) or by letter, which can be handed in at the reception desk in closed envelope addressed to "Complaints Officer".

What can the complaints officer do for you?

Information / advice: The complaints officer is the contact person for all questions concerning the filing of a complaint. She can inform clients about their rights, internal and external complaints procedures and advise them when filing a complaint.

Mediation: If you want you can also ask the complaints officer to mediate between you and the person you have a complaint about. Mediation aims to resolve the discontent or the reason for this and to restore the trust between you and the person with whom you have a

complaint. The complaints officer always talks to both parties. If a mediation interview is chosen, the interview will take place under the supervision of the complaints officer.

If the complaint is not resolved by mediation or if you as a complainant are dissatisfied with the result of the mediation, the complaints officer can advise you about a follow-up process and refer you to the complaints committee.

Complaints file for complaints officer

The complaints officer registers the complaint in a file. Records are kept in this file. The file is saved for a maximum of 2 years.

Complaints commission

The complaints committee of U-center consists of three persons:

- an independent chairman, a lawyer who is not employed by U-center;
- a member appointed on the recommendation of the U-center patient / patient council;
- an employee of U-center.

You can submit your complaint to this complaints committee. You do this by describing your complaint on the complaint form, which is available at the reception. Hand in the completed complaint form at the reception in a closed envelope, addressed to "U-center complaints committee".

Complaints handling by the complaints committee

You will receive a message from the complaints committee about the state of affairs within a week. The complaints committee will hear both you and the indicted practitioner or employee. As a complainant you have the right to be assisted or represented by a self-chosen confidential adviser.

If the members of the complaints committee need access to your treatment details, they will request your permission in advance.

The complaints committee makes a decision within four weeks. The committee can propose measures to the management of U-center. The complaints committee will inform you in writing of the decision.

Measures

The decision on the measures to be taken lies with the management of U-center. The management can have further consultation with the parties directly involved. The management will inform you of the measures that have been decided at the latest one month after the complaint committee's decision.

Complaints file complaints committee

The complaints committee will file a file of every complaint that reaches it. The complaints committee keeps all written documents belonging to the complaint. Apart from the members

of the complaints committee, only the complainant and the accused have the right to inspect. U-center will destroy the complaint file within six months of written notification by the complaints committee. If you have informed us in writing that you will initiate proceedings at another authority, U-center will save the complaint file. Destruction takes place when this new procedure is completed.

External bodies

You can also contact a third party with a complaint, such as the Health Care Inspectorate (IGJ) or an organization that protects the interests of patients. You also retain this right if you are handling your complaint at the U-center complaints committee.

Address: Health Care and Youth Inspectorate (Inspectie Gezondheidszorg en Jeugd - IGJ)

PO Box 90137

5200 MA

Den Bosch

Telephone, + 31 (0) 73 620 73 00

<https://www.landelijkmeldpuntzorg.nl/burger/home>

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