



VERLOSKUNDIGENPRAKTIJK
OOSTELIJKE EILANDEN

Complaints procedure

It is important that you feel at ease with your midwife. That is why we do everything we can to guide you to your full satisfaction. But are you not so satisfied? Or are there any questions? Then tell us, even if it's been a while since you were under our care. We can then discuss it together and see what it takes to give you a satisfied and reassured feeling. If you find it difficult to have this conversation with us, you can also bring someone you trust with you to this conversation.

Engage a complaints officer

Do you want to know more about your rights, or do you want advice? Or do you want to discuss your complaint with someone else first? Or would you like someone to help you file a complaint?

In that case contact the complaints officer.

The complaints officers are independent. They will discuss with you what you are dissatisfied with and what you want to achieve with your complaint. They advise you what to do. They also help you to start the conversation with us if you find it difficult to do so. Or they help you to write a letter about the complaint.

The complaints officer can help you and us to find a solution together. Everything you tell the complaints officer is confidential.

Contact with the complaints officer

Please contact a complaints officer via www.klachtverloskunde.nl.

The midwife, possibly together with the complaints officer, will try to handle your complaint within six weeks. In this period you will receive a message from us about what we have done with your complaint.

If the midwife and the mediation of the complaints officer do not resolve the issue, you can submit your complaint to the Geschilleninstantie Verloskunde (midwifery arbitration board). This independent board investigates and assesses whether your complaint is justified. It comes up with a binding decision on the matter.

For more information, visit the [website of the Geschilleninstantie Verloskunde](http://www.geschilleninstantieverloskunde.nl).