



Do you have a complaint

Make your complaint known

At ARQ Centrum'45, we are committed to treating you in a way that aligns with your needs and expectations. Still, there may be situations that you disagree with. Are you dissatisfied with your treatment or the way we interact with you? Are you unhappy with a procedure or the information provided?

Whatever concerns you may have as a patient, let us know. Your complaint is valuable feedback for us. It helps us tailor our care even better to your needs and may also help improve care for others.

In this information sheet, you will find details about how to file a complaint and the support available to help you do so.



Options for filing a complaint

If you have a complaint, you can:

1. Discuss your complaint with the involved therapist, the department manager, or the director;
2. Report your complaint to the complaints officer;
3. Submit a complaint to the complaints committee.

Complaints Officer

You can submit your complaint to the Complaints Officer. The officer works independently and has unrestricted access to our therapists, managers, and management. You can contact the Complaints Officer if you are dissatisfied, have a complaint, or want to ask for advice. The officer looks for ways to work together toward a solution to your complaint. The Complaints Officer provides information about the different options for having a complaint addressed. The officer can also assist you in putting your complaint in writing. Through the Complaints Officer, it is possible to submit your complaint to the Complaints Committee, with a request for a mediation meeting or for the complaint to be handled in a hearing.

Contact details

Phone: 071-5191500

Email: klachtenopvang@arq.org

Postal address: Rijnzichtweg 35, 2342 AX Oegstgeest

Bezoekadres

Locatie Diemen

Nienoord 5

1112 XE Diemen

Receptie: 020 - 840 76 40

Locatie Oegstgeest

Rijnzichtweg 35

2342 AX Oegstgeest

Receptie: 071 - 519 15 00

Bureau Aanmelding en Informatie

088 - 330 55 11





Support with submitting a complaint

When submitting your complaint, you can receive support from the Complaints Officer (see page 1).

If you are a patient in the clinic, you can also contact the Patient Confidential Counselor (Patiëntenvertrouwenspersoon, PVP).

The Complaints Committee

1. Do you have a complaint that you want to submit to the Complaints Committee?

You can do this directly—or via the Complaints Officer—with a request for a mediation meeting or for the complaint to be handled in a hearing.

2. How does the complaints committee handle your complaint?

Once the Complaints Committee takes your complaint into consideration, they will invite you to a hearing to explain your complaint. The person against whom the complaint is directed will also be invited to provide their explanation at the hearing. You may be accompanied by someone of your choice for support. The Complaints Committee makes an independent decision. They can declare your complaint justified, unjustified, or partly justified. After the hearing, the Complaints Committee sends their decision—with an explanation—to you and to the person against whom the complaint was made. The decision is also sent to the Board of Directors.

3. The judgment of the Board of Directors

The Board reviews how the complaint has been handled and whether the decision of the Complaints Committee will be adopted. They also inform you if any measures will be taken in response to your complaint. If so, these measures will be specified along with the timeframe for their implementation.

- Composition of the Complaints Committee

The Complaints Committee consists of an independent chairperson and vice-chairperson, both of whom are lawyers. The vice-chairperson is appointed on the recommendation of the Patient Council. In addition, the Complaints Committee includes a psychiatrist, psychotherapist(s), and a specialist therapist. An official secretary supports the committee. The members and the secretary of the Complaints Committee are required to keep all information about your complaint confidential.

- Contact details

Complaints Committee ARQ Centrum'45
Official Secretary
Rijnzichtweg 35
2342 AX Oegstgeest
Phone: 071-5191500
Email: klachtenopvang@arq.org

Patiëntenvertrouwenspersoon (PVP) - alleen voor patiënten in de kliniek -

The PVP is employed by the national Patient Confidential Counselor Foundation and is independent of ARQ Centrum'45. The PVP can advise, mediate, or assist with submitting a complaint. There is no charge for this service.

For more information about the PVP, visit our website www.arq.org under Contact > File complaint or contact the Patient Confidential Counselor Foundation:

Phone Helpdesk: 085 - 330 30 00 (workdays 10.00 - 16.00 and Saturdays 13.00 - 16.00)

E-mail: helpdesk@pvp.nl

Website: www.pvp.nl

Is your complaint (still) not resolved? Then you can submit your complaint to the Disputes Committee at www.degeschillencommissie.nl