



KÜHLER & PARTNERS
International Mental Health

Complaints

Kühler & Partners International Mental Health

version 7

Preface

Things can go wrong at any workplace. Discontent usually starts small, but can grow when people do not feel like they can talk about it or when they do not feel heard.

Kühler & Partners International Mental Health (from here on mentioned as the institution) wants to offer clients, family and close relatives a good and low-threshold complaints system. A scheme that provides the client with the opportunity to express a complaint and to receive support that contributes to the satisfaction of the individual complainant, restoring client trust in the care provider and/or the institution and the quality of concern within the institution. The institution also complies with the requirements by national legislation.

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Chapter 1. Definitions

This document includes:

- 1.1 Complainer: - Client or family member and/or close relative who is displeased on behalf of the client due to behaviors of an employee of the institution or the institution itself.
 - Family member or close relative, who with regards him/herself disagrees with behaviors of an employee of the institution itself.
- 1.2 Complaint: Any objection or disputed objection to the conduct of an employee of the institution itself, which does not link between complainant and employee satisfaction is solved.

Chapter 2. Purpose

The complaints scheme of the institution seeks to facilitate and include:

- Achieving a satisfactory solution for heard complaints from both parties (complainant and accused);
- Restoration of trust from the client, family member or close relative in the care provider and/or the institution;
- Quality of care within the institution;
- To comply with current standards of legislation and regulations in this area.

Chapter 3. Principles

Seriously

A complaint is a signal from a client and/or significant other about the care and services of the institution. Every complaint will be taken seriously and addressed with the attendant(s) to improve the satisfaction of the treatment of the client.

Accessible

The institution strives for an easily accessible complaints procedure and aims to use complaints to improve treatment and care immediately. This means that:

- It is clear to the client, family member or close relative where and how a complaint can be expressed;
- Dissatisfaction and complaints should be discussed, where possible, directly with the directly involved employee so that any problems at that level can be resolved;
- Information and an open attitude towards complaints and suggestions are important to all concerned.

Mutual respect

The institution is based on mutual respect between client, family member or close relative and employee and tries to pursue equality as much as possible.

Quality

Complaints are a manifestation of displeasure/discontent from an individual, but clients often give the motivating reason for complaint is with the intention that it lead to adjustments that make things better for new clients. Complaints, therefore, highlight the need for direct action from the petitioner. However, These complaints must be assessed to the extent in which they are a manifestation of a structural problem. This signal function of complaints is important and requires a systematic approach in connecting information from complaints in relation to quality policy.

Chapter 4. Complaints treatment within the institution

The institution strives to make the complaints process as accessible and as transparent as possible. To get an initial clear picture, we recommend completing and sending in a complaint form. Please contact the front office via email info@internationalmentalhealth.nl or by phone 085-0660 500 to request complaints form.

4.1 Dissatisfied? Talk to each other first!

In first instance, the client, family member or significant other must attempt to discuss their dissatisfaction directly with the employee involved directly. The complaints officer can clarify possible misunderstandings or answer any unanswered questions.

Dissatisfied statements resolved in consultation between complainant and employee do not have to be formally registered as a complaint.

4.2 Complaint to internal complaints officer

If a client, relative or significant others dissatisfaction cannot be resolved by the employee involved, he or she can lodge a complaint with the internal complaints officer.

At this stage, the internal complaints officer will contact the complainant to schedule a meeting. In this meeting, the internal complaints officer will explain the complaint procedure. The internal complaints officer sets out the agreed action points that result from the meeting with the complainant. Not later than 6 weeks after the complaint has been lodged, the complainant will receive an official reply detailing the handling of the complaint (extension of four weeks if necessary). The internal complaints officer is responsible for adhering to the statutory period.

Complaints are viewed as indicators for the potential need for systematic improvement. The analysis of complaints can provide important information towards improving plans and annual strategy plans.

Chapter 5. Opportunities to file complaints outside of the institution

The institution strives to handle and resolve complaints as soon as they arise. If this does not lead to a satisfactory solution for both parties, a third party independent complaints officer can be contacted. Filing a complaint with the independent third party complaints officer may also be applicable if the relationship between the complainant (or its relatives and/or significant other) and the institution has been damaged and the complainant has no confidence that the management will be able to provide a satisfactory resolution. In addition to these external possibilities, a complaint may also be submitted to the regional disciplinary board (www.tuchtcollege-gezondheidszorg.nl) or at the mental health inspection (www.igj.nl) and www.landelijkmeldpuntzorg.nl).

5.1 The independent third party complaints officer

The patient, family member or close relative can call or e-mail this officer in the event of a complaint about the care provided. The complaints officer can help find the right way to resolve a complaint. She can also play a mediating role between patient and the institution. The complaints officer has an impartial role. She listens, tries to mediate and helps the patient, but makes no statement about the complaint.

Third party complaints officer:

Klachtenloket-zorg

Telephone: 070-3105392

E-mail: info@klachtenloket-zorg.nl

5.2 The complaints commission

The institution uses an independent complaint committee "Klachtenloket-zorg" The activities of this committee handles all formally submitted complaints which could not be solved by the independent third party complaints officer.

The complainant must submit his/her complaint in writing to the official secretary of the committee, whereupon the complainant will receive a written acknowledgement of receipt within 3 working days. A copy of the complaint will then be sent within 3 working days to the person to whom the complaint relates and to the management of the institution. The committee handles complaints in accordance with its own regulations.

In the case of a well-founded complaint (part) and/or recommendation, the management is obliged to let the institution know within four weeks in what way it will act upon the decision and recommendations of the complaints committee.

Klachtenloket-zorg

Postbus 90600

2509 LP Den Haag

Tel. 070-3105380

e-mail: info@klachtenloket-zorg.nl

5.3 Arbitration Board

The institution is also affiliated with an independent arbitration board. The institution is bound to the following articles:

1. Complaints between client and healthcare provider related to treatment or the treatment agreement or services can be addressed by both the client and the healthcare provider to the arbitration board.
2. A dispute will only be accepted by the board if client has previously addressed complaint to the healthcare provider and the independent third party complaints officer and complaints commission.
3. If the complaint does not lead to a satisfactory solution the dispute must be addressed in writing or other means to the arbitration board within 12 months of the date when the complaint was formally addressed to the healthcare provider.
4. If a client addresses a dispute to the arbitration board the healthcare provider is bound to follow the choice of the client. If the healthcare provider addresses a dispute to the arbitration board the client must be asked in writing or other means possible to express approval within five weeks of formally addressing arbitration board.
5. The arbitration board rules based in current regulations. The current regulations can be sent on request. A fee will be charged for handling of the case.
6. Only the aforementioned board or the general court is competent to hear disputes.

Chapter 6 Registration

The client's treatment file will indicate that a complaint has been submitted to prevent the file from being destroyed prematurely. The nature and handling of the complaint is not recorded in the treatment file. If, as a result of a client's complaint, agreements have been reached with regards to treatment in the future, then these agreements will be recorded in the file.

Complaints, in the case of both the complainant and the institution, will be treated confidentially. Information in relation to the complaint will only be disclosed or provided to the parties concerned and, as necessary, to those who provide information or were consulted.

Information regarding a complaint is only put to the Complaints Commission to the extent a thorough assessment of the complaint is necessary. Information that can be traced back to the client family member or significant other will be destroyed by the institution and by the external Complaints Commission five years after resolving of the complaint.