

# Klachtenregeling Engels/Complaints Procedure (Wkkgz-Compliant)

DHKC

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Date: 20260114

Approved by: Board

## 1. Purpose of this Complaints Procedure

This complaints procedure describes how the healthcare provider handles complaints from patients and their representatives in accordance with the Dutch Quality, Complaints and Disputes in Healthcare Act (Wkkgz).

The aim is to:

- ensure accessible, low-threshold complaint handling
- promote open communication and early resolution
- safeguard patient rights
- learn from complaints and improve the quality of care
- provide a clear escalation route to an independent disputes body

## 2. Scope

This procedure applies to:

- all healthcare professionals working for or on behalf of the healthcare provider
- all patients and their legal representatives
- all complaints relating to behaviour, communication, treatment, safety, organisation of care, or any other aspect of service delivery

## 3. Definitions

**Complaint**

Any expression of dissatisfaction by a patient or representative regarding the actions or omissions of the healthcare provider or its staff.

**Complainant**

The patient or their representative submitting the complaint.

**Complaints Officer (Klachtenfunctionaris)**

An independent officer who supports the complainant, mediates, and facilitates resolution.

**Disputes Body (Geschilleninstantie)**

An independent, Wkkgz-recognised body that issues binding decisions on unresolved disputes.

## 4. Principles

- Complaints are handled free of charge.
- Complaints are handled impartially, confidentially, and without prejudice.
- The complainant is treated with respect and is not disadvantaged for submitting a complaint.
- The healthcare provider aims for informal resolution whenever possible.
- The complainant may be assisted by the independent complaints officer at any time.

## 5. Submitting a Complaint

A complaint may be submitted:

- verbally
- in writing
- by email
- via a representative

Complaints should be addressed to:

Complaints Officer: HJ Kooijman  
Email: [Kooijman@dhkc.nl](mailto:Kooijman@dhkc.nl)

The complainant receives confirmation of receipt within 5 working days.

## 6. Role of the Complaints Officer

The complaints officer:

- supports and advises the complainant
- explains the complaints procedure
- mediates between the complainant and the healthcare provider
- ensures the complaint is handled carefully and impartially
- protects the complainant's rights
- reports findings and recommendations to management (anonymised)

The complaints officer is independent and does not take sides.

## 7. Handling of the Complaint

### 7.1 Informal Resolution

The healthcare provider first attempts to resolve the complaint through:

- conversation
- explanation

- mediation
- corrective action

If informal resolution is not possible, the complaint proceeds to formal handling.

## 7.2 Formal Handling

The healthcare provider:

1. Investigates the complaint
2. Consults the involved professionals
3. Evaluates relevant documentation
4. Provides a written response within 6 weeks, containing:
  - findings
  - conclusions
  - any measures taken
  - possibilities for further escalation

If more time is needed, the complainant is informed. The maximum extension is 4 weeks.

## 8. Escalation to the Disputes Body

If the complaint is not resolved to the satisfaction of the complainant, they may submit the case to the independent disputes body with which the healthcare provider is affiliated:

Website:

<https://klachtenportaalzorg.nl/klacht-indienen/#klachtenformulier>

The disputes body: klachtenportaalzorg

- investigates the dispute
- may hear both parties
- may award compensation
- issues a binding decision

## 9. Registration and Reporting

The healthcare provider maintains a complaints register containing:

- nature of the complaint
- date of receipt
- actions taken
- outcome
- improvement measures

Data is anonymised for internal learning and quality improvement.

An annual report is prepared for management and used in the organisation's quality cycle (PDCA).

## 10. Confidentiality and Data Protection

All information relating to complaints is handled confidentially and in accordance with:

- the Wkkgz
- the GDPR (AVG)
- internal privacy policies

Only those directly involved in handling the complaint have access to the information.

## 11. Improvement Measures

Complaints are analysed periodically to identify:

- trends
- risks
- structural issues
- opportunities for improvement

Management ensures that improvement measures are implemented and monitored.

## 12. Entry into Force

This complaints procedure enters into force on:

Date: 2026-116

It replaces all previous versions.