

## Complaints procedure

Despite our efforts to give your child the best possible care and attention, it may of course happen that you are less satisfied with a particular situation. In that case, we encourage you to make your dissatisfaction known to us. We find it important that your voice is heard and regard your complaint as an opportunity to turn an unhappy customer into an especially satisfied customer.

We will take your complaint seriously and keep you informed of the progress and handling of your complaint. If any measures should be required further to your complaint, we aim to realise these measures within a period of one month, provided that this is reasonably possible.

In compliance with the provisions of the General Terms and Conditions and of the Clients' Right of Complaint (Care Institutions) Act (*Wet klachtrecht cliënten zorginstellingen*), we apply the following complaints procedure:

- If you have a complaint, you can indicate this – preferably in writing – to the branch manager of the branch concerned. Your complaint will also be reported to the management board.
- The branch manager will keep you informed of the developments and progress of any internal investigation carried out.
- If any measures should be required further to your complaint, we will endeavour to resolve the situation within one month.
- If your complaint has not been resolved to your satisfaction, you can apply to the management board, preferably in writing. You can write to the board at Scheveningseweg 46, 2517 KV The Hague, or contact the board by telephone on +31 (0)70 3458563 or by e-mail via [info@zokinderopvang.nl](mailto:info@zokinderopvang.nl). Your complaint will be reopened and you will be kept informed of the progress.
- If, following the feedback from the management board, your complaint has not been settled to your satisfaction, you can apply to the Parents' Committee (PC) or the Central Parents' Committee (CPC). The contact details of your Parents' Committee can be found on the notice board in the hall of your branch or obtained from the branch manager.
- If your complaint should still not have been settled to your satisfaction, or if you do not receive a response within six weeks, you can submit your complaint to the National Childcare Disputes Committee (*Landelijke Geschillencommissie Kinderopvang*), at the following address:  
**Landelijke Geschillencommissie Kinderopvang**  
Bordewijklaan 46  
PO Box 90600  
2509 LP The Hague  
[www.sgc.nl](http://www.sgc.nl)

The Dispute Committee's ruling is binding.