

# Internal complaints procedure

As **Big Ben Kids** we do everything we can to offer good quality childcare on a daily basis. Parents entrust our childcare organization with their most precious possession. Despite our efforts to give the child the best care, attention and development opportunities, it can of course happen that a parent is less satisfied with something. We invite the parent to express the dissatisfaction in some cases. We think it is important that every parent is heard, We see the dissatisfaction of a parent as an opportunity to make this parent an extra satisfied customer.

We take the complaint seriously and keep the parent informed of the progress and handling of the complaint. If measures are needed in response to the complaint, we want to have taken them within a period of one month. Of course, provided that this is reasonably possible. We provide a written and reasoned opinion.

In the complaints procedure we describe our working method in handling and registering complaints from parents. The scheme meets the requirements of the Childcare Act, Articles 1.57b and 1.57c

## Before you file an internal complaint

If you as a parent are dissatisfied with something, we would like you to discuss this as soon as possible with the person who is or was involved. This can be, for example, a pedagogical employee or manager if it concerns a situation in the group. Or an administrative assistant, possibly from the head office, when it comes to your agreement. Can't you work it out together or are you not satisfied with the solution? Then you can submit an internal complaint to us.

You can also submit an internal complaint directly. For example, because you find it important that your complaint is carefully assessed and registered. You will therefore receive a written response from us. We include all complaints that come to us in writing anonymously in our annual complaint report. We bring the complaint report to the attention of parents and discuss it with our parents' committee. We also send it to the supervisory authority of the GGD. We are obliged to do this according to the Childcare Act.

In this complaints procedure you can read more about how you can submit an internal complaint to us, how we will handle it and where you can go for external handling of your complaint.

## What can you complain about internally?

You can file a complaint with **Big Ben Kids** about:

- conduct on the part of the holder, of an employee, or of someone who works on behalf of the holder, towards the parent or child;
- a working method or rule within the childcare organisation;
- the agreement between the holder and the parent(s).

If your complaint concerns a suspicion of child abuse or transgressive behaviour, we will first use the [Domestic violence and child abuse protocol](#). It is possible that the necessary steps from the reporting code have been completed and you still have a complaint about a conduct, working method and / or the agreement. In that case, you can still submit an internal complaint via this complaints procedure.

## Where and when can you submit your complaint externally?

Are you not satisfied with the handling of your complaint according to our internal complaints procedure and/or with the result afterwards? You can also submit your complaint externally. Please contact the [Childcare Complaints Desk](#) for this. The Complaints Desk is available for free information, advice and mediation.

You can also go to the [Childcare Disputes Committee](#) . All childcare organisations are legally obliged to join the Disputes Committee, including Childcare . When you submit a dispute to the Disputes Committee, it will issue a binding ruling for both parties.

In the following situations, you can submit your complaint directly to the Disputes Committee, without first having gone through the internal complaints procedure of **Big Ben Kids**:

- If you have not received an assessment of your complaint from **Big Ben Kids** in time (within 6 weeks).
- When you cannot reasonably be expected to submit a complaint to **Big Ben Kids** under the given circumstances . You can think of a situation in which the person who has to assess your complaint is part of your complaint. As a result, internal complaint handling cannot take place independently.

Even if you go directly to the Disputes Committee, we advise you to contact the Childcare Complaints Desk in advance to see which route can best be followed in your situation.

## Complaints procedure Big Ben Kids

### 1. Definitions

Organisation:	Big Ben Kids
Complaint:	formal, written expression of dissatisfaction that has not been or cannot be remedied through informal consultation.
Parent:	the blood or relative in the ascending line or the foster parent of a child who uses or has made use of childcare at <b>Big Ben Kids</b> .
Parents' Committee:	the committee, as referred to in <a href="#">Article 1.58</a> of the Childcare Act.
Holder:	the person to whom the company, as referred to in the <a href="#">Trade Register Act 2007</a> , belongs and who operates a children's centre or eand childminder agency with that company (cluster manager or directeur <b>Big Ben Kids</b> )
Complainant:	the parent or parents' committee that files a complaint.
Employee:	the holder (a natural person), persons who work in the service of the holder, or persons who work through the intermediary of the holder (e.g. temporary workers, the sports teacher, etc.).
Complaints officer::	the employee who registers the complaints for the organization, who monitors the procedure and takes care of the annual complaints report.
Locarion manager:	the person who directs the location where the child is placed and/or the person about whom the complaint is filed.
Childcare Complaints Desk:	part of the Childcare Disputes Committee where parents, parents' committees and childcare organisations can go for information, advice and mediation.
Disputes Committee:	a committee recognised by the Ministry of Security and Justice for handling disputes. The rulings are binding.

In writing: a letter by post or electronically such as an e-mail or digitally completed form on a website.

Agreement: The contract and the associated (additional) general terms and conditions.

## 2. Submitting an internal complaint

2.1 You can file a complaint with us about:

- conduct on the part of the holder, of an employee, or of someone who works on behalf of the holder, towards the parent or child;
- a working method or rule within the childcare organisation;
- the agreement between the holder and the parent(s).

2.2 We ask you to submit your complaint to us in writing. Do you find it difficult to write down your complaint? Please contact the branch manager by telephone. He/she can help you to put your complaint on paper. This is necessary in order to formally deal with your complaint. This allows us to properly register the complaints received, look for solutions and improve our quality.

2.3 Do not wait too long to file your complaint. We ask you to submit it to us within a reasonable period of time after the occurrence of your complaint. The sooner you submit your complaint to us, the better we can investigate and assess it. Here we see **two months** as reasonable. Except when you can explain to us why you are doing this later.

2.4 Your complaint must contain the following information:

- Date on which you submit the complaint
- Your name, address and telephone number
- The name of the employee, if your complaint concerns the conduct of this employee
- The childcare location and possibly also the group about which your complaint relates
- A description of the complaint

2.5 You can submit your complaint to the location manager of your location by email. Should it concern a situation where the parent feels unable to discuss it with the location manager or pedagogical staff member, the complaints officer can be contacted. He/she can be reached by email: [klachten@kdvsamsam.com](mailto:klachten@kdvsamsam.com)

## 3. Handling of the internal complaint

3.1 The branch manager confirms in writing the receipt of the complaint to the complainant. He/she also takes care of the substantive handling and registration of the complaint.

3.2 **Big Ben Kids** ensures that the complaint is always carefully investigated. The way in which this is done depends on the nature and content of the complaint. Steps that can be taken are, for example, the hearing of those involved (hearsay and rebuttal). Or mapping the policy that applies and the implementation of that policy in practice in relation to the complaint.

3.3 The location manager keeps the complainant informed of the progress of the handling of the complaint.

3.4 When the complaint concerns the conduct of an employee, this employee is given the opportunity to respond orally or in writing.

3.5 The complaints officer monitors the way in which the complaint is handled and the time it takes. He/she ensures that the complaint is dealt with as quickly as possible. If there are circumstances that prevent this, the location manager will inform the complainant as soon as possible. In any case, the complaint will be dealt with **within a period of six weeks**. If the location manager is unable to deal with the complaint, the complainant is referred to the cluster manager or director.

3.6 The complainant receives a written and motivated opinion on the complaint from **Big Ben Kids**. It describes at least the following:

- Whether the complaint is well-founded, unfounded or partially well-founded;
- The reasons why **Big Ben Kids** has come to this conclusion;
- If the complaint and the judgment therein give cause: what measures **Big Ben Kids** takes and within what period these are implemented.

If you are not satisfied with the opinion and/or the handling of the internal complaint, you can submit your complaint to the Childcare Complaints Desk. You can also submit a dispute directly to the Childcare Disputes Committee.

#### 4. External complaint handling

4.1 If your complaint is not assessed or handled to your satisfaction after handling according to our internal complaints procedure, you can submit a dispute to the Disputes Committee e Childcare. In the following two situations, you can also submit your complaint directly to the Disputes Committee, without first having gone through the internal complaints procedure of **Big Ben Kids**:

- If you have not received an assessment of your complaint from **Big Ben Kids** in time (within 6 weeks ).
- When you cannot reasonably be expected to submit a complaint to **Big Ben Kids** under the given circumstances. This is the case, for example, when our internal complaint handling cannot take place independently.

Before you go to the Disputes Committee, you can always contact the Childcare Complaints Desk for free information, advice and mediation.

4.2 You must submit your complaint to the Disputes Committee within 12 months after you have submitted the complaint to **Big Ben Kids**.

4.3 The Disputes Committee makes a binding decision that you and **Big Ben Kids** must adhere to. The Disputes Committee also checks this.

#### 5. Complaint report

5.1 **Big Ben Kids** makes a complaint report for each calendar year in the first 5 months of the following calendar year. This report shall describe at least the following:

- A brief description of the complaints procedure;
- The way in which the complaints procedure has been brought to the attention of parents;
- The number and nature of complaints handled per location;
- The scope of the judgments and the nature of the measures taken per location;
- The number and nature of the disputes dealt with by the Childcare Disputes Committee. If no complaints have been submitted to the Childcare Disputes Committee in the past year, the complaints-free certificate of the Childcare Disputes Committee will be attached to the complaints report,

- 5.2 In the report, the opinions on the complaints cannot be traced back to complainants, parents, employees or other persons, except in the case of the holder (a natural person) himself. The address of the holder shall not be included in the report.
- 5.3 For example, Kinderopvang sends the complaint report to the supervisory authority of the GGD. This shall be done before 1 June of the calendar year following the calendar year to which the report relates.
- 5.4 **Big Ben Kids** also brings the complaint report to the attention of the parents at the same time and in an appropriate way. In addition, the holder discusses the report with the parents' committee.
- 5.5 If no complaints have been submitted in a calendar year, **Big Ben Kids** does not draw up a report.