



U center

Complaints procedure

Adopted March 11, 2021

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Introduction

U-center wants to support clients as best as possible with their treatment program and meet their needs. Providing good care also includes dealing properly with (signs of) dissatisfaction about the treatment provided by U-center employees.

U-center encourages an open climate for discussing and handling complaints, with due regard for privacy.

Every complaint, regardless of the form of expression, is seen as a signal and receives serious attention. It is important that the treatment of the complaint takes place as close as possible to the client's treatment environment. The earlier in the process a complaint can be resolved, the greater the chance of maintaining or restoring the relationship with the client.

Moreover, lessons can be learned from complaints and complaints can lead to measures being taken to improve the quality of the care provided by U-center.

The complaints procedure regulates how complaints from clients within a healthcare institution are handled. The Healthcare Quality, Complaints and Disputes Act (Wkkgz) obliges healthcare providers to draw up such a scheme and determines which requirements this scheme must meet. The implementation decree sets some additional requirements.

U-center's complaints procedure is an adaptation of the model complaints procedure ZAI Wkkgz - Healthcare Complaints Management. The VKIG was consulted in the development of this model scheme. U-center's complaints procedure complies as much as possible with the legal text of the Healthcare Quality, Complaints and Disputes Act (Wkkgz).

The first general paragraph of this U-center complaints procedure includes the scope, confidentiality and privacy, definitions, principles and objectives that U-center applies.

The next general section lists rules for access to the complaints procedure (who may complain about what, when and how) and rules for the general organization of the complaints procedure.

The rules are then listed for various sections and bodies that contribute to the proper handling of client complaints:

- The workplace (employees and managers);
- The complaints officer whose explicit function is to handle and mediate complaints has and handles complaints in an accessible and effective manner based on the Wkkgz;
- The Disputes Committee, which makes a binding decision if U-center and the complainant cannot jointly reach a satisfactory solution to the complaint;
- The contribution of complaints to general quality improvement.

A final paragraph indicates, among other things, how one can 'complain about the complaints handling'. General rules regarding the adoption and amendment of this regulation are also included.

In this arrangement the 'he' form is used. Where 'he' is written, 'she' can also be read.

General

1. Scope

This complaints procedure applies to the handling of complaints within U-center on the basis of the Healthcare Quality, Complaints and Disputes Act (Wkkgz).

2. Secrecy and privacy

All those who are (or have been) involved in the handling of a complaint are obliged to maintain confidentiality of what has become known to them as a result of that handling and the confidential nature of which they can reasonably suspect. The confidentiality applies subject to any legal provision that obliges a person involved in the handling to disclose and insofar as this does not affect the client's right to complain.

3. Definitions

For the purposes of this regulation, the following definitions apply:

Defendant	The person about whom a complaint has been submitted or the person who is responsible for the actions (or omissions) to which the complaint relates.
Client	Natural person who requests care or to whom U-center provides or has provided care.
Client council	The council that has been established on the basis of the Healthcare Institution Client Participation Act (Wmcz) for the benefit of U-center clients.
Dispute	A complaint that, after handling in accordance with these regulations, is not resolved satisfaction of the complainant has been resolved without the complainant acquiescing.
Disputes committee	The external Disputes Committee to which U-center has joined in accordance with the requirements of the Wkkgz.
Complaint	Any signal of dissatisfaction (question, comment, report or reaction) from a client that shows that his expectations have not been met in the context of U-Center's treatment. A complaint can also have the character of a (damage) claim (complaint with the aim of financial compensation). A (damage) claim is always assessed by the Board of Directors.
Complainant	The person filing a complaint: This could be: the client himself; his legal or authorized representative; his agent; the client's surviving relative. In the context of this complaints procedure, the complainant may also be a close relative of the client.
Complaints officer	The person appointed by U-center to provide the complainant with shelter, information, advice and assistance from an independent and impartial position in order to (internally and externally)

to be able to file a complaint; and who guides the complainant and accused in solving problems (if possible) and/or restoring the relationship.

Colleague	A person working at or for U-center. This concerns persons with paid employment, as well as volunteers and persons employed temporarily or on a consultation basis in the context of care.
Neighbor	A natural person in the client's environment who acts as his (informal) representative and/or informal caregiver.
Next of kin	<ul style="list-style-type: none"> - The spouse and registered partner of the deceased who are not legally separated; - Other relatives by blood or marriage of the deceased, provided that they already provided for their livelihood in whole or in part at the time of death, or were obliged to do so by court order; - The one who already before the event on which the is liable, lived with the deceased as a family member and whose subsistence he provided in full or to a large extent, insofar as it is plausible that this would have continued without the death; - The person who lived with the deceased as a family member and to whose subsistence the deceased contributed by running the communal household; - Blood relatives of the deceased in the first degree and in the second degree in the collateral line.
Judgement	A written statement from the Board of Directors, stating the reasons, stating the conclusion to which the investigation of the complaint has led, the decisions U-center has taken about and in response to the complaint and the period within which measures will be implemented.
Supervisory Board U-center works according to the Healthcare Governance Code. The Supervisory Board consists of 3 members.	
(Damage)Claim	A complaint in which the complainant requests financial compensation or compensation.
Term	The statutory period of six weeks, which can be extended once by a period of four weeks within which U-center must give an opinion on the complaint. This period may be deviated from in consultation with the complainant.
Representative	The person or persons that U-center must involve instead of or in addition to the client based on any legal provision in the fulfillment of obligations to the client.
Healthcare provider	U-center BV
Board of Directors (Board of Directors)	The U-center Board of Directors consists of 2 members: the Director of Care and Personnel and the Director of Operations and Finance.

4. Principles

U-center applies the following principles:

- Low-threshold and accessible opportunity for discussion, solution and/or judgment of the dissatisfaction/complaint.
- Promote the possibilities to resolve complaints quickly and within the direct relationship client/next of kin and employee/manager and, if possible, resolve the issue.
- Independent and impartial mediation and handling of the complaint by the complaints officer.
- Handling of the complaint on the basis of hearing both sides.
- Respecting the complainant's experience and the client's independent right to complain.
- Respecting the Healthcare Provider's own professional responsibility and the to these associated employees.
- Respecting the privacy of the client, complainant, accused, healthcare provider and other parties involved in the complaint handling; this in accordance with the legal provisions and insofar as this does not lead to a restriction of the right of complaint of the client (and his or her loved one) in accordance with the law and in accordance with these regulations.

5. Objectives

The aim of U-center's complaints procedure is to strengthen the quality of care and the position of clients in healthcare by establishing rules to promote an accessible and effective treatment of complaints.

- Do justice to the interests of the individual client and his loved ones by carefully handling the complaint. • If possible, resolve the complainant's problems raised through the complaint. • Promote the restoration of the relationship of trust between the complainant and the accused and/or U-center.
- Contribute to quality improvement of care at/by U-center, in a structural sense.

Access to and organization of the complaints procedure

1. Disclosure and facilitation of complaints procedure

U center:

- ensures that the complaints procedure is widely communicated to clients, relatives, referrers, partners in chain care and other involved parties.
- equips employees and managers in such a way that they are familiar with the complaints procedure for clients and relatives with the option to call on the services of the complaints officer in the event of dissatisfaction.
- provides the necessary facilities and resources for the proper functioning of complaints procedure.

Both the employees involved and the complainants are expected to fully cooperate and/or make efforts in the complaint handling process.

2. Right of clients and relatives to complain (admissibility)

- The client has the right to file a complaint about the conduct of U-center and the persons working for U-center towards himself and his loved ones.
- When submitting (and further handling of) the complaint, the client can be represented by a person designated or authorized by him.
- If an (adult) client has a legal representative (mentor, curator) appointed by the court, he or she is entitled to file a complaint on behalf of the client. The legal representative adheres to the requirements that apply to him as a good representative.
- A person who is refused by U-center (or a person employed by U-center) as a representative of the client has the right to file a complaint and have it assessed whether this refusal is justified.
- A relative of the client has the right to file a complaint about the actions towards himself as a neighbor; he does this preferably and, if possible, after consultation with the client.
- A surviving relative of the client has the right (whether or not through an designated representative) to file a complaint about U-center's behavior towards the deceased client, unless the client has stated during his life that he does not agree to this.
- There is no limitation period for submitting a complaint to U-center, unless stated otherwise further legal rules have come into force.
- In addition to the above, U-center can establish further rules for the right of complaint of clients, relatives and their representatives. Prior to this, U-center requests the advice of the client council, the works council and the complaints officer.

3. Decision to file or withdraw a complaint

- The complainant determines when, where and in what form he initially submits his complaint. The further route for handling the complaint is determined in consultation with the complainant in conjunction with the goals and wishes of the complainant and tailored to the (im)possibilities or formal requirements of the various procedures.
- The complainant always reserves the right to submit the complaint to another person appropriate (external) complaints body (examples are the disciplinary court, the Healthcare and Youth Inspectorate, National Care Reporting Point).

It is desirable, but not mandatory, that the complainant informs the person(s) involved in the (handling of the) complaint about the intention to submit the complaint to another body.

- If desired, a person/body involved in the complaint handling will provide the complainant with information about options for submitting a complaint elsewhere or refer the complainant to another, appropriate body.
- The complainant has the right to withdraw his complaint at any time during a complaints procedure or to decide to stop the procedure. He then informs the complaints body(s) involved in writing.
- In the event of a legal obligation or an important interest, the 1 complaints body or another party involved in the complaint will also decide on appropriate further action after the complaint has been terminated. This is done with notification to the complainant and the accused, unless a more important interest dictates otherwise.

4. Handling complaints in chain care

- If the complaint submitted to U-center concerns multiple U-center employees, then:
In principle, a combined handling of the complaint takes place.
The complaints officer supervises and coordinates this combined handling if necessary.
- If the complainant raises a complaint with U-center that concerns the conduct of another agency (care provider, care assessment provider or health care financier/reimbursing), U-center will encourage this complaint to be transferred to the relevant agency for further handling. , unless the complainant does not give permission for this. The transfer to another (complaints) body is in principle done with the assistance of the complaints officer.
- If it concerns a complaint that also involves conduct by U-center, U-center will ensure that this complaint is handled in conjunction with (the complaint handling at) these other bodies, unless the complainant does not do so.
gives permission for this. The combined complaints handling takes place with the assistance of the complaints officer.
- U-center enters into collaboration agreements with others involved in healthcare agencies (partners in the chain care) make agreements about the combined handling of complaints that concern multiple agencies involved in the collaboration.
- In addition to the above, U-center can establish further rules for the handling complaints in chain care. Prior to this, U-center requests approval from the client council and advice from the works council as well as the complaints officer.

5. Progress information, deadlines and closure of complaint handling at U-center

- A complaint is carefully investigated.
- The handling of a complaint is aimed at achieving a solution for the complainant, defendant and U-center sustainable and satisfactory solution and restoration of the care relationship. The aim is to achieve the most satisfactory solution possible for all parties involved.
- The complainant is kept informed of the progress of the treatment complaint.

¹ This applies in particular to a (suspected) crime, to cases in which U-center has a legally regulated reporting obligation (emergencies, suspicion of - sexual - violence in the care relationship) or in which there is a structural interest (e.g. prevention of damage). for 'third parties'.

- A complaint will be handled as quickly as possible, but no later **than six weeks** after the complaint is submitted.
- If the complainant requests an opinion from the U-center Board of Directors, U-center will comply with this request and the complainant will receive a message stating the reasons:
 - What conclusion has been reached by the investigation of the complaint;
 - What decisions U-center has made about and in response to the complaint;
 - Within what period the measures decided upon will be implemented.
- The six-week period can be **extended by four weeks** if necessary, provided that the complainant agrees defendant has received written notice of this, stating the reasons for this extended period.
- A further extension of the processing period is possible, stating reasons for this to the complainant and the accused and with the consent of the complainant.
- If the processing period (possibly agreed upon) is exceeded complaint, the complainant has the right to submit the matter to the General Care Disputes Committee for further handling.
- If the complainant is not satisfied with the outcome of the complaints procedure in accordance with these regulations, the complainant can submit the complaint for assessment on the same grounds to the General Healthcare Disputes Committee.

6. Registration of complaints; storage of complaint files

- The complaints officer is responsible for file management and registration of complaints have been submitted.
- The complaints officer ensures that the entry/reception of reports, file management, storage and registration is carried out in such a way that the privacy of the complainant, accused and any other parties involved is guaranteed and unauthorized persons cannot gain access.
- The complaint registration and complaint files will be kept for 5 years after the complaint has been handled, unless there are compelling reasons to keep this information/documents for longer. If a complaint contains medical data, the statutory retention period of 20 years is mandatory.
- No notes are kept in the client file about the client's (or his) actions
 - complaints submitted and the handling of these. From the complaint handling
 - subsequent agreements about care/treatment are recorded in the client file.

7. Costs of complaint handling at U-center

- U-center informs the complainant and the accused for the handling of complaints via the complaints officer will not charge any costs.
- About the (allocation of) costs of handling a complaint within the meaning of a dispute by the dispute committee will be referred to the General Healthcare Disputes Committee. <https://www.degeschilcommissiezorg.nl/over-ons/zorgcommissies/zorg-Algemeen/>
- The costs of external support or assistance called in at the initiative of the complainant or accused person and the costs of representatives, witnesses or experts involved in the complaint handling by the complainant or accused person themselves will be borne by the party(ies) involved.

Dealing with complaints in the workplace

Employee/manager

1. Role and contribution of the employee (accused) in a complaint about him

- An employee about whom a complaint has been filed has the right to file a complaint personally or verbally to provide a written explanation of his actions.
- An employee can rely on advice or assistance within U-center in handling a complaint about him. He receives general information for this and/or can inquire with his manager or the complaints officer.
- A U-center employee who becomes aware of a complaint about him directly from the complainant or through someone else will give the complainant the opportunity to explain his complaint. He makes every effort to reach a (further) discussion and, if possible, a solution; he cooperates loyally in the (further) handling of the complaint about him.
- If this is conducive to a proper discussion of the complaint, the employee (accused) will directly or indirectly involve another person (manager, complaints officer) in the further complaint handling. He always informs his manager of the complaint and of his actions to further deal with it. • The accused employee always points out to the complainant the option to (also) submit the complaint to the complaints officer.
- In the event of an incident, a calamity and/or violence in the care relationship accused employee has taken note of or was involved in, he ensures that the client and his representative or the surviving relative(s) have been informed of the complaints procedure.

2. Role and contribution of employee in case of complaint about another U-center employee

- An employee who is dissatisfied with another employee (at U-center or another healthcare provider, assessment provider or financier) should raise this directly with that employee.
- The employee who becomes aware of his or her dissatisfaction with another employee through the client or his or her loved one encourages the complainant to discuss this directly with the employee in question or to contact the complaints officer.
- The employee (who becomes aware of a complaint about another employee) emphasizes in contact with the complainant the importance of expressing dissatisfaction as quickly as possible and preferably directly. He refrains from making any comments about the correctness of the complaint.
- In the event of an incident, a calamity and/or violence in the care relationship employee has taken note of or was involved in, he ensures that the client and his representative or the surviving relative(s) are (informed) of the complaints procedure.

3. Role and contribution of manager in handling complaint

- The manager encourages a quick and open discussion of dissatisfaction.
- If necessary, he provides a complaints body with name and contact details one at a time complaint involved employee.
- He does not take over his own contribution to the handling of a complaint unsolicited and without consultation with the accused.
- The manager considers whether or not to provide assistance for each complaint of which he becomes aware sufficient arrangements have been made for both the complainant and the accused. If necessary, he will take action, using or in consultation with the complaints officer and other designated support staff in the context of the U-center complaints procedure.

Reception and mediation in case of complaints

Complaints officer

1. Position and guarantee independence

- The complaints officer acts independently towards the complainant, the accused and U-center. He determines his own actions when handling a complaint - within the general framework of the professional profile.
- The complaints officer has direct access to the Board of Directors.
- The complaints officer does not perform his duties in combination with other positions at U-center, if such a combination could lead to an impairment of his ability to function independently and impartially.
- If the complaints officer is employed by the institution, U-center guarantees, in accordance with the law, that he can perform his function independently and does not disadvantage him because of the way in which he carries out his function.
- In the event of - direct or indirect - personal involvement with a complainant or accused or other parties involved in a specific complaint (handling), the complaints officer is replaced by another complaints officer.

2. Duties and responsibilities of the complaints officer

- The complaints officer's tasks and responsibilities are to provide:
 - ÿ (first) Shelter.
 - ÿ Information and advice about the options for handling the complaint.
 - ÿ Assistance.
 - ÿ Mediation.
 - ÿ Process guidance and progress monitoring.
 - ÿ Guidance in special situations. If necessary, the complaints officer will take a decision supporting role.
 - ÿ Information and training about complaint law and complaints management.
 - ÿ Identification and advice in the context of improving the quality of care.
 - ÿ Identification and advice in the context of organization and policy preparation of complaints management at U-center.

3. Complaints officer powers

- The complaints officer has the following powers:
 - ÿ Direct access to areas where clients are located, with respect for the privacy of (other) clients and employees and without disrupting the progress of care.
 - ÿ Gathering information and consulting documents relevant to the complaint, all after permission from the client and in compliance with the applicable legal provisions.
 - ÿ Calling for explanations and/or for discussions with persons who are directly or indirectly involved in the submitted complaint.
 - ÿ Providing solicited and unsolicited advice to accused employees and/or managers about the handling of a specific complaint or about their handling of complaints in a general sense.

Assessment of dispute via external dispute committee

1. Connection to the admissibility assessment

- U-center ensures connection with an external dispute committee:
<https://www.degeschilcommissiezorg.nl/over-ons/zorgcommissies/zorg-algemeen/>
- U-center ensures that this dispute committee complies with the Wkkgz (Implementation Regulations) and any other applicable requirements in composition, organization and conduct, including having regulations in place. • U-center provides complainants with the correct information about their (im)possibilities to file a complaint to appeal to the disputes committee.
- If the complainant appeals to the Disputes Committee because, in his opinion, the legal/regulatory period for the internal handling of the complaint has been exceeded, the Disputes Committee may - if there are reasonable grounds for doing so - decide to settle the results of this internal handling. wait before handling the dispute.
- Following a (binding) ruling or advice from the dispute committee
The complainant and the accused will receive a written response to this ruling/advice from the Board of Directors of U-center within one month. This response indicates whether U-center will take measures, what their scope is and when they will be implemented. If the decision of the dispute committee is accompanied by recommendations to U-center, the written response will state with reasons whether U-center will adopt them or not.
- The decision of the dispute committee is binding; An advice is not binding; it should be seen as a recommendation.
- The complainant can only appeal to the dispute committee after a decision has been made formulated by the Board of Directors of U-center.

Contribution to quality improvement | Learning from complaints

1. Reporting serious complaints; dealing with emergency situations

- If a complaint concerns an (apparently) serious situation, the body involved in handling this complaint (e.g. the complaints officer, external disputes committee) requests the person directly involved in the situation or (ultimately) responsible person at U-center to take appropriate measures. meet. • In any case, under the (complaint about a) serious situation referred to above
to hear:
 - a situation that, if continued, could lead to direct damage to the client and/or the colleague;
 - a situation that poses a serious and structural threat to the quality of the services to other clients or for the safety of employees;
 - a crime, calamity, violence in the care relationship and/or an incident or the suspicion of this.
- If the body involved in the handling of the complaint has not shown that the person directly involved or responsible has taken appropriate measures within a reasonable period, the U-center Board of Directors will be notified with a request to take appropriate measures. to go.
- If the Board of Directors of U-center does not take appropriate measures within a reasonable period or if there is insufficient clarity about this, the body involved in the complaint will report it to the Supervisory Board of U-center and to

the Healthcare and Youth Inspectorate (IGJ). The Board of Directors will receive a copy of this notification.

A reasonable period must be understood to mean that appropriate measures will be taken no later than six weeks from the moment the Board of Directors receives a report.

- When a person involved in a complaint (handling) becomes aware of circumstances in which there is (possibly) an urgent interest, he or she is entitled to immediately contact the person or body that is able or responsible to take appropriate measures to prevention of (possible) adverse consequences. If necessary, this is done without the immediate knowledge and consent of the complainant and/or accused person.

2. Signaling by those involved; discussion of signals from complaints

- Anyone involved in (the handling of) an individual complaint about U-center also considers the significance of this complaint as a signal for quality improvement. He ensures that this signal is published in the right place, taking into account the privacy of the client/complainant and the accused.
- Employees discuss as a team the signals of dissatisfaction they encounter and its significance in terms of quality improvement.
- Managers guarantee that systematic monitoring of the signaling following actions take place. They inform other managers about quality signals and actions that are (or may be) important to them.

3. Complaint reports and their follow-up

- The complaints officer draws up an anonymized complaints report for the U-center Board of Directors on a quarterly basis based on registered complaints and provides these quarterly reports with recommendations if necessary.
- The Board of Directors informs the managers about the contents of the quarterly reports and any recommendations. The management reports to the Board of Directors on their conclusions, proposed and implemented measures. The Board of Directors and the complaints officer will receive a copy of this.
- The complaints officer will submit a complaint before April 1 of the following calendar year anonymized annual complaints report available to the Board of Directors of U-center as well as the client council. The Board of Directors is responsible for further discussion of this annual complaints report with the client council and the Supervisory Board, in combination with providing information about measures taken and to be taken.
- If, during the preparation of the complaint reports, it appears that there are specific complaints employees or parts of U-center about which relatively more complaints arise, the complaints officer informs the responsible manager about this situation, stating the name of the employee/department in question. The employee/department mentioned will receive a copy of this.
- The manager or the Board of Directors will take appropriate measures if necessary.

Final provisions

1. Dealing with dissatisfaction about the handling of a complaint

- If the complainant, the accused or someone else is involved in the handling of the complaint
If the person concerned is dissatisfied with the conduct of the person handling the complaint, he or she must first make this known directly to this person/body. If the response to this is unsatisfactory or no response is received within a reasonable period (one month), the following steps can be taken.
- The complainant or accused who is dissatisfied with the manager's actions
and/or the complaints officer when handling the complaint can submit this as a complaint to the Board of Directors of U-center.
- The director responds in writing to the submission within one month case.
- The complainant or accused person can file a complaint about the role of the Board of Directors in the handling of a complaint or the handling of dissatisfaction to the Supervisory Board. This person will respond in writing to the case submitted within one month.
- A complainant who believes that the handling of his complaint has not taken place in accordance with the requirements of the Wkkgz and/or the U-center complaints procedure can ask the Health Care and Youth Inspectorate (IGJ) for review. This assessment does not have the character of a substantive (re)assessment of the complaint. The request to the Inspectorate takes place after the complainant has first raised the matter with U-center and has received a written response from the Board of Directors or if this has not been done within the terms in accordance with the Wkkgz.

2. Complaints that cannot be arbitrated, withdrawal and termination of the complaint handling by the complaints officer

- If a complaint cannot reasonably be explored (properly) due to the passage of a certain time or due to other circumstances, the complaints officer may decide that adequate complaint handling is not possible. The complainant will be informed of this in writing, stating the reason for not processing the complaint.
- A complaint will not be processed further if the complainant withdraws the complaint. The complainant can withdraw the complaint by indicating in writing/electronically that he does not wish any further handling of the complaint by U-center. The withdrawal will be confirmed in writing/electronically to the complainant.
- If the complaint is withdrawn verbally, the withdrawal will be confirmed in writing to the complainant, stating the date of the (telephone) conversation and, if applicable, the reason for withdrawal.
- In case of urgent reason, U-center may decide to stop complaint handling to make. An urgent reason exists, for example, if the complainant is aggressive towards employees or otherwise seriously misbehaves, as a result of which continued complaint handling can no longer reasonably be expected from the healthcare provider. The complainant will be informed in writing about the termination of the complaint handling and the reason for this.
- The complainant is informed about the possibility of submitting the decision on the discontinuation of complaint handling by the complaints officer/U-center to the General Care Disputes Committee.
- Complaints submitted anonymously will not be processed.

² The complainant can also first contact the National Healthcare Reporting Center (LMZ) for advice about possible complaints request actions to resolve the complaint.

3. Establishment, evaluation, amendment, decision on complaints procedure

- Evaluation of the complaints procedure will take place one year after the complaints procedure comes into effect and every three years thereafter. In the context of the evaluation, the Board of Directors will at least hear the complaints officer, the client council and the works council.
- This complaints procedure can be changed by U-center or in favor of a new one scheme will be withdrawn at the suggestion of interested parties.
- Before deciding to adopt, amend or withdraw the complaints procedure, ask the Board of Directors of U-center requests advice from the complaints officer, the client council (has the right of consent) and the works council. The legal provisions regarding the right of advice/consent of client councils and works councils are taken into account.
- In all cases not provided for in this complaints procedure, the Board of Directors of U-center will decide; this after consultation with the complaints body/interested parties involved in the implementation of the relevant part of the complaints procedure.

4. Entry into force

This complaints procedure comes into effect on April 1, 2021 and is deemed to continue by operation of law in accordance with current legislation.

5. Quote title/document name

This complaints procedure is referred to as 'U-center Complaints Procedure 2021'.

Adopted on March 11, 2021 by the U-Center Board of Directors.

Drs. Raymond (CMW) van Oosterhout Director of
Care and Personnel U-center

Drs. Ton (ABM) Habets
Director of Operations and Finance U-center