

COMPLAINTS PROCEDURE

Bloom Speech Therapy

PART 1 – ABOUT THIS POLICY

Bloom Speech Therapy strives to provide you with the best possible service. However, you may be dissatisfied with your therapist or speech therapy. If our care does not meet your needs or if you have suggestions for improvements, we would like to hear from you. That is why you must make your complaints, ideas and appreciation known to us. With your response Bloom Speech Therapy can improve its services. The practice has a complaints procedure that aims to ensure that a complaint is handled correctly.

PART 2 – HOW AND TO WHOM CAN A COMPLAINT BE SUBMITTED

- The complaint can be submitted to the therapist in writing, by e-mail, by phone or orally. Bloom Speech Therapy registers the complaint on the complaint form and informs the complaint reporter about the procedure. If desired or necessary, the reporter may request further explanation.
- Bloom Speech Therapy investigates the complaints and determines a follow-up. You will receive a written notification from us within 6 weeks after submitting the complaint in which we substantiate our assessment of the complaint with reasons, which decisions and measures we take and within what period these decisions and measures will be implemented.
- If, in our opinion, we need more time for the required careful investigation of a complaint, we can extend that term by a maximum of 4 weeks. If this is the case, we will inform you in writing as soon as possible.
- When the complaint has been settled, the appointment and solution are registered on the complaint form. Complaints handled are kept by the practice for at least one year. Documents will be kept on file in line with GDPR guidelines.

PART 3 – COMPLAINTS COMMITTEE

If you believe that:

- i. the communication you receive from us about our assessment and action concerning your complaint does not sufficiently address your complaint, or;
- ii. you cannot reasonably address the complaint to us, as circumstances do not allow;

then you can request assistance from the National Complaints Committee for Speech Therapy in Primary Care. You can file a complaint against any speech therapist, member or non-member of the NVLF.

Complaints can be addressed to:

National Complaints Committee for Speech Therapy in Primary Care Attn. official secretary
Steinhagensweg 2b
PO Box 75 3440 AB Woerden
Tel. 0348-457073

What happens to my complaint?

The independent complaints officer will review your complaint, provide advice on submitting a complaint if desired, can help formulate it and look for a solution. You will receive a response from the complaints officer to your submitted complaint within two weeks. The complaints officer will also contact the healthcare provider involved.

What if no solution is found?

Are you not satisfied with the solution offered or with the complaint handling? Then you can contact the dispute committee. It is led by an independent chairman. The committee is still trying to find a solution. A decision by the dispute committee is binding, both for the healthcare provider and for you. In certain cases the committee may award compensation.

What does it cost to file a complaint?

Filing a complaint costs you nothing. Do you want an opinion from the dispute committee? Then you pay 50 euros as a contribution to the costs. If you also claim compensation, this is 100 euros. You must pay these costs, regardless of whether or not the case is in your favour. In exceptional cases, the committee may waive the obligation to contribute.

Are you unable to reach an agreement with this arrangement?

In that case, you are of course free to initiate legal proceedings to obtain a decision from the civil court. However, consider carefully whether this will serve you best.

PART 4 – PRIVACY

Anyone, involved in the complaint handling is obliged to maintain confidentiality (unless the law obliges him or her to disclose it, or if this is necessary for the implementation of our complaints procedure).

We reserve the right to update our policies at any time without notice. The latest versions of our policies can be found at www.bloomspeechtherapy.nl/policies.

Version dated 2 November 2023