



Het zit 'm  
in alles

Complaint Statues

*Kind*er  
GARDEN

# 1 Introduction

At Kindergarden, we do our utmost to offer high quality childcare, yet despite our best efforts, things can sometimes go wrong. This complaints procedure describes how we handle and register complaints from parents. The procedure complies with the requirements stated in the Childcare Act (Wet kinderopvang), Articles 1.57b and 1.57c.

This complaints procedure explains how you can submit a complaint and an official complaint to us, how we handle these and what you should do if you want the complaint to be handled externally.

## 1.1 Definitions

Complaint:	a formal, written expression of dissatisfaction that has not been or cannot be remedied through informal dialogue.
Parent:	the blood relative or relative by marriage in the ascending line, or the foster parent of a child who uses or has used childcare at Kindergarden.
Parent Committee:	the committee as referred to in <a href="#">Article 1.58</a> of the Childcare Act.
Operator:	the person who owns the company, as referred to in the <a href="#">Handelsregisterwet 2007 (Trade Register Act 2007)</a> , and who uses the company to run a childcare centre or a childminding agency.
Employee:	the operator (a natural person), persons who are employed by the operator, or persons working via the operator (e.g. agency staff, PE teacher, etc.).
Location manager:	the person managing the location where the child is placed and/or managing the person about whom the complaint has been submitted.
Regional manager:	the person managing several location managers.
Childcare complaints desk:	part of the Childcare Arbitration Committee. Parents, parent committees and childcare organisations can contact this complaints desk for information, advice and mediation.
Arbitration Committee:	a committee authorised by the Ministry of Justice and Security to handle disputes. Its rulings are binding.
In writing:	a letter sent by post or sent electronically, such as by email, or an online form completed on a website.
Contract:	the contract and associated additional general terms and conditions.

## 2 The Complaints procedure

At Kindergarden, we do our utmost to offer high quality childcare, yet despite our best efforts, things can sometimes go wrong. We believe it is important that you can contact us if you are dissatisfied, which is why we have drawn up this internal complaints procedure.

This complaints procedure describes how we handle and register complaints from parents. The procedure complies with the requirements stated in the Childcare Act (Wet kinderopvang), Articles 1.57b and 1.57c.

For internal use, you can find more information on how complaints are addressed, handled and processed in the Leidraad klachtenafhandeling (Complaint Handling Guide).

### 2.1 Before a parent submits a complaint

Kindergarden believes that, in many cases, dissatisfaction can be resolved through direct contact between those involved and the parents. If a complaint concerns a situation in the group, the person involved can be a childcare staff member or the location manager. This could also involve a head office staff member if the complaint relates to the placement. We grasp every opportunity to improve our services, which is why any complaints are always handled with due diligence and are registered in Salesforce (software program). If you are unable to resolve matters with the persons concerned, or if you are not satisfied with the solution, you can file an official complaint.

You can also decide to submit an official complaint immediately if you think, for example, that the complaint should be registered and needs careful assessment. You will then receive a written response from Kindergarden. We anonymise all complaints that we receive in writing for inclusion in our annual report of complaints.

This complaints procedure explains how you can submit an official complaint to us, how this will be handled and what you should do if you want the complaint to be handled externally.

### 2.2 Topics about which parents can file a complaint

At Kindergarden, you can submit a complaint concerning:

- Behaviour towards the parent or child by the operator, an employee, or by someone working on behalf of the operator;
- A working method or rule within our organisation;
- The agreement between the operator and the parent(s).

The complaint can be submitted in various ways:

- In person to the childcare staff member or to the location manager;
- By telephone to the childcare staff member, the location manager or the customer advice department;
- In writing to the location manager or the customer advice department.

If the complaint concerns a suspicion of child abuse or transgressive behaviour, we will first use the Meldcode kindermishandeling kinderopvang (Child Abuse Reporting Code for childcare services). If the necessary steps from the reporting code have been concluded and you still have a complaint about someone's behaviour, a working method and/or the placement, you can use the complaints procedure to file an official complaint.

## 2.3 Official complaint

### 2.3.1 Filing an official complaint

If the complaint is not handled to your satisfaction, you can submit the complaint in writing.

- You can submit the complaint in writing via the complaint form on the website;
- This complaint form will be sent to the customer advice department. You will receive an automatic confirmation of this official complaint;
- We recommend that you do not wait too long to submit a complaint, and that you submit the complaint within a reasonable period of the complaint arising. The earlier the complaint is filed the more effectively it can be investigated and handled. We consider two months to be a reasonable period of time.

### 2.3.2 Handling the official complaint

- The complaint will be forwarded to the correct person within Kindergarden;
- Kindergarden will ensure that a complaint is always investigated properly. The way in which the complaint is investigated depends on the nature and content of the complaint. Steps that may be taken include giving all involved persons a fair hearing, or identifying the relevant policy, including how that policy is implemented in practice in relation to the complaint;
- The person handling the complaint will discuss the complaint internally, which may involve consulting the management. This person will also monitor how the complaint is handled and the time this takes. They will ensure that the complaint is handled as quickly as possible;
- You will be kept informed of how the complaint handling is progressing;
- The complaint will be handled as quickly as possible and in any event within six weeks of being filed;
- Kindergarden will send you a written and detailed decision regarding the complaint. This will include at least the following:
  - Whether the complaint is justified, unjustified or partly justified;
  - The reasons why this decision was reached;
  - If warranted by the complaint and the decision, what action Kindergarden will take and within which time period.
- How the complaint was handled and the final result will be processed in Salesforce;
- The Development and Quality department will include the complaint in the annual report of complaints.

## 2.4 The Complaints desk

If you are unhappy with how the complaint was handled under to the Kindergarden complaints procedure or you are dissatisfied with the end result, you can also submit an external complaint. Please contact the [Klachtenloket Kinderopvang \(Childcare complaints desk\)](#) for this. The complaints desk is also available if you need free information, advice or mediation.

### 3 External complaint handling

If, after your complaint has been handled according to Kindergarden's complaints procedure, you are still dissatisfied with how your complaint was assessed or with the decision, you can take the case to the [Childcare Arbitration Committee](#).

In the following two situations, you can also submit the complaint directly to the Arbitration Committee without first going through the Kindergarden complaints procedure:

- If you have not received a timely decision on the complaint (within 6 weeks);
- If, given the circumstances of the complaint, it cannot reasonably be expected that you submit the complaint directly to Kindergarden. This is, for example, the case if the internal complaint cannot be handled independently at Kindergarden.

Any complaint submitted to the Arbitration Committee, must be filed within 12 months of the complaint being submitted to Kindergarden.

The Arbitration Committee will make a binding ruling to which you and Kindergarden must adhere. The Arbitration Committee will also monitor both parties' adherence to this ruling.

### 4 Complaints and the parent committee

If the parent committee has a complaint, this will be presented to their location's location manager. The location manager will consult with the regional manager regarding the level at which the complaint should be handled. If the location manager is unable to reach agreement with the parent committee, she will refer the committee to the regional manager or to the operator. The regional manager and the operator will communicate with the parent committee both verbally and in writing.

Kindergarden believes that it is often possible to reach a solution by mutual agreement. If the parent committee does not agree with Kindergarden's response, it can file a complaint via the Arbitration Committee.

### 5 Annual Report of Complaints

The Development and Quality department produces an annual report of complaints. Official complaints are recorded in this annual report and will be retrieved from Salesforce. The report of complaints includes the following:

- A brief description of the complaints procedure;
- The way in which parents were informed about the complaints procedure;
- The number and nature of the complaints handled per location;
- The content of the decisions and the nature of the measures taken per location;
- The number and nature of complaints handled by the Childcare Arbitration Committee.

In the report, decisions regarding complaints cannot be traced back to parents, employees or other persons, except where this concerns the operator.

The annual report will be shared annually with the Kindergarden locations and with parents, and will also be published. The location manager will discuss the report with the parent committee, and the Development and Quality department will share the report with the Municipal Health Authority's supervisor.

If the submission of a complaint results in amendments to policy, the Development and Quality department will ensure that these amendments are included in official Kindergarden documents and will distribute the information to the Kindergarden locations.