

16 Complaints procedure at KidzAhoy

A conflict may arise between the interests of parents and the responsibility of the operator for the proper business operations of KidzAhoy. To address this, we have drawn up a complaints procedure.

Complaints Procedure

Introduction

The KidzAhoy organization has established an internal complaints procedure in accordance with the Childcare Act. This procedure describes the method for handling and registering complaints from parents. Parents/guardians are preferably encouraged to first discuss a complaint with the person directly involved. If this does not lead to a satisfactory solution, a formal complaint may be submitted. Depending on the nature of the complaint, it may be submitted to the manager. She can be reached by email at kidzahoy27@gmail.com. A formal complaint must be submitted in writing.

Should internal complaint handling not lead to a satisfactory solution, parents are free to seek information, advice, and mediation from the Childcare Complaints Desk, located in The Hague. www.klachtenloket-kinderopvang.nl or notification of the dispute to the Childcare Disputes Committee www.degeschillencommissie.nl In some cases, it is important to submit the complaint directly to the Childcare Disputes Committee.

1. Preliminary complaint process

If a parent has a complaint, the organization assumes that it will be discussed with the person concerned as soon as possible. The point of contact is therefore, in principle, the staff member in the group. Should this not lead to a solution, the complaint may be discussed with the location manager. If this does not lead to a satisfactory solution, a formal complaint may be filed.

2. Filing a complaint

- A complaint must be submitted in writing. The complaint must be submitted within a reasonable period after the complaint arises, with 2 months being considered reasonable. The complaint must include the date, the name and address of the complainant, where applicable the name of the employee to whom the complaint relates, the location and the group, plus a description of the complaint.
- If the complaint concerns a suspected case of child abuse, the reporting code for domestic violence and child abuse comes into effect. This complaints procedure is thereby terminated.

3. Handling of the complaint

- KidzAhoy takes care of the substantive handling and registration of the complaint.
- KidzAhoy confirms receipt of the complaint to the parent in writing.

- KidzAhoy keeps the complainant informed of the progress of the handling of the complaint.
- Depending on the nature and content of the complaint, an investigation will be initiated.
- If the complaint concerns the conduct of an employee, that employee will be given the opportunity to respond orally or in writing.
- KidzAhoy monitors the handling procedure and timeframe. The complaint will be handled as soon as possible, unless there are circumstances that prevent this. In that case, the complaints officer will inform the complainant as soon as possible. In any event, the complaint will be handled within a period of 6 weeks.
- The complainant receives a written and reasoned decision regarding the complaint, including concrete timeframes within which any measures will be implemented.

4. External complaint handling

- If internal complaint handling does not lead to a satisfactory solution or outcome, the parent has the option to turn to the Childcare Complaints Desk or the Disputes Committee.
- The parent may turn directly to the Childcare Disputes Committee if it cannot reasonably be expected of the parent to file a complaint with the provider under the given circumstances.
- If the complaint has not been resolved within six weeks, it may also be submitted to the Childcare Disputes Committee.
- The complaint must be submitted within 12 months of filing the complaint to *organization*, to have been brought before the Childcare Disputes Committee.

5. Complaints regulations and complaint form

These are available at the office at KidzAhoy, Binnendijk 27. Or call 0320 722027. A copy of the complaints procedure is enclosed with the general information provided during the intake with new parents.