



Reinier van Arkel

Reinier van Arkel staff members make every effort to ensure that you receive the best possible treatment and care. Nevertheless, there may be occasions when you are not completely satisfied with the service provided or the way in which it is provided. You may also think that certain things could be done better or differently. If so, do let us know because we can learn from every comment we receive. There are always things that can be changed and others that can be prevented.

Complaints Procedure Reinier van Arkel

What is a complaint?

A complaint is a verbal or written expression of dissatisfaction. You can use the form in the folder to describe your complaint. Of course, you can also discuss your complaint with the directly involved staff member or members or managers. That may enable the complaint to be resolved immediately.

Who can submit a complaint?

You can submit a complaint, as can your partner, parents, guardian or other representative.

Matters about which you can submit a complaint:

- You can submit a complaint if you object to the behaviour or a decision of one or more Reinier van Arkel staff members.
- You can submit a complaint about general matters which do not directly involve a staff member.

How to submit a complaint

- It is best to discuss your complaint with the staff member or members or manager directly involved. You can use the complaints form as a guide.
- You can contact the complaints officer.
- If you do not require an interview or mediation, you can apply to the Complaints Committee.

Supplementary Complaints Procedure for clients who have been admitted involuntarily or who are receiving compulsory care under the Compulsory Mental Healthcare Act (Wvggz)

If you are subject to a care authorisation (zorgmachtiging) or an emergency measure (crisismaatregel) under the Compulsory Mental Healthcare Act, in addition to the complaints that all clients may submit under the Healthcare Quality, Complaints and Disputes Act (Wet Kwaliteit, Klachten en Geschillen Zorg), you may also submit a complaint regarding a number of issues specified in the Compulsory Mental Healthcare Act.

The patient advocate (PVP) knows what your rights are as a client and can help you with your complaint. The assistance you receive from the patient advocate is free of charge.

The Mental Health Patient Advocate Foundation (Stichting Patiëntenvertrouwenspersoon Geestelijke Gezondheidszorg) is a national organisation and has a telephone helpdesk (0900 444 8888 - usual call charges apply) and a website www.pvp.nl.

The complaints officer

If you have a complaint and do not wish to talk to your care provider or are now afraid to talk to him or her, you may contact the complaints officer. The complaints officer can act as mediator between you and the person treating you and also give you information about the option of submitting a complaint to the Complaints Committee. This is laid down in the Healthcare Quality, Complaints and Disputes Act. Practice shows that a good conversation between the client and the care provider works best.

The Complaints Committee

How does the Complaints Committee work?

If you opt to have your complaint dealt with through the Complaints Committee, you will receive a letter of confirmation in response to your written complaint. If the Complaints Committee considers that you have not set out your complaint sufficiently clearly, you will be given five more days to supplement it. If necessary, you can ask the patient advocate (PVP) to help you to write and submit your complaint. The Complaints Committee will notify the person about whom you have complained of your complaint. He or she will be asked to respond in writing to your complaint.

The Complaints Committee will collect all the information it needs in order to be able to assess the complaint properly. The Committee may need to see your file. You will be asked to give your permission for this. The Complaints Committee may also interview witnesses and invite experts to attend. The Complaints Committee will send all the documents it has collected to you and the person about whom you have complained. Needless to say, every effort will be made to deal with your complaint as quickly as possible. Your complaint will be dealt with in a closed session. You and the person about whom you have complained will both be present when the complaint is dealt with. If you would prefer not to be present and the Complaints Committee considers that you have good reasons for not appearing in person, you will not be required to attend.

Who sits on the Complaints Committee?

The Complaints Committee is independent and deals with complaints of clients receiving treatment at Reinier van Arkel. The Committee consists of at least three members and

no more than seven. None of them is employed by the institution. There is a chairperson, who is also a lawyer, a psychiatrist and at least one more member.

Account is taken of the reason for the complaint and the persons involved when the Committee is put together. No one directly involved in the matter will ever sit on the Committee handling your complaint.

The decision

The Committee aims to make its decision known in writing within two weeks of the hearing of your complaint.

There are five different possible decisions:

1. The complaint is inadmissible. The Complaints Committee decides not to deal with your complaint because, for example, the same complaint has already been dealt with by another agency.
2. The Complaints Committee is not competent to hear the complaint, for example, if your complaint pertains to someone who is not employed by Reinier van Arkel.
3. The complaint is declared well-founded, i.e. the matter is decided in your favour.
4. The complaint is declared well-founded in part, i.e. different assessments have been given to some aspects of the complaint.
5. The complaint is declared unfounded, i.e. the behaviour about which you are complaining was not improper or negligent, or cannot be proven to have been so.

The Complaints Committee's decision will be sent to you, to the person about whom you have complained, and to the Board. A decision on a complaint that is based on the Compulsory Mental Healthcare Act will also be sent to the Healthcare Inspectorate.

Within six weeks of the Complaints Committee's decision, the Board will announce whether any measures will be taken as a result of the decision and if so, which.

Other important things to know

Both the persons submitting the complaint and the person complained about may be assisted by someone who will help them. You will have to pay any costs you incur for that assistance, despite the decision of the Complaints Committee. Once the proceedings have been completed, the documents relating to the complaint will be kept in a manner that protects the privacy of all persons involved. The documents will be destroyed two years after the final decision.

Complaints officer

T 06 83041887

klachtenfunctionaris@reiniervanarkel.nl

Patient advocate (PVP)

T 06 -21 94 7170

or via reception (073) 658 61 11
Helpdesk 0900-444 8888

Clients' organisation

Parklaan 4

5261 LR Vught

T (073) 658 56 50

Complaints Committee

T (073) 658 60 19

Postbus 70058

5201 DZ 's-Hertogenbosch

The logo for Reinier van Arkel, featuring a stylized signature in a brown, cursive font.