

## Complaints form

Dear sir, madam,

Hereby I want to submit a complaint concerning:

### What is it also important to know?

Both the person making the complaint and the person about whom the complaint is made can be supported by someone who assists them. If you incur costs for this assistance, these are at your own expense, irrespective of the complaints commission's decision.

You can, for example, be supported by the patient representative (PVP). The PVP knows what rights you have as a client and can help you with the complaint. If you decide to bring in a PVP no costs are incurred.

The PVP can be contacted via the Reinier van Arkel group: (073) 658 55 99

The mental health patient representative foundation (De Stichting Patientenvertrouwenspersoon Geestelijke Gezondheidszorg) is a national organization with a telephone helpdesk (0900 444 8888, 10 cents per minute) and with a website [www.pvp.nl](http://www.pvp.nl)

You can also contact the Reinier van Arkel clients organization, Parklaan 3, 5261 LR Vught (073) 658 56 50

After the completion of the procedure the records concerning the complaint are saved in such a way as to guarantee the privacy of everyone involved. Four years after the final decision, the records are destroyed.



RVA/003/02-12



# Dealing with complaints Reinier van Arkel groep

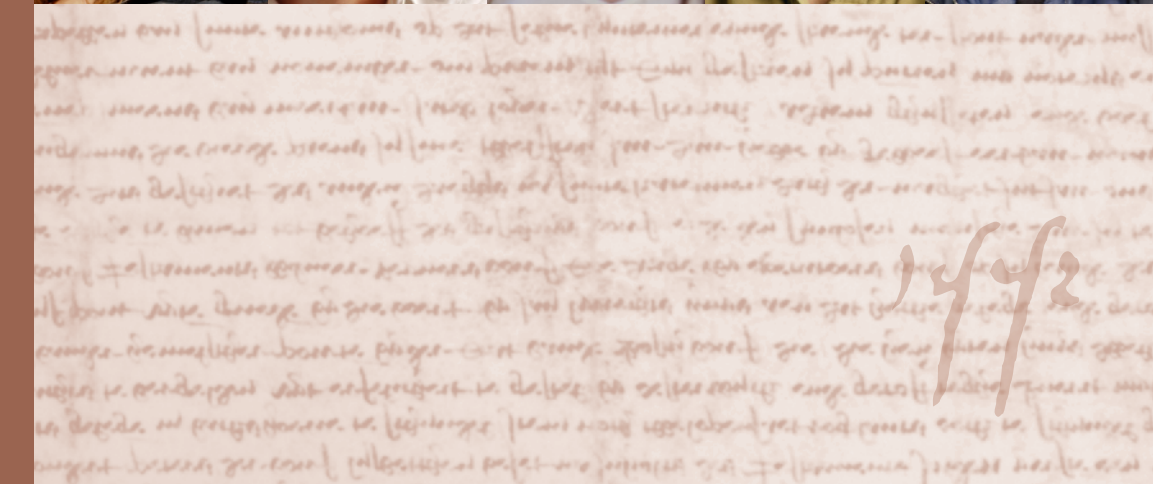
### How can you contact the client commission?

The administration of the complaints commission is conducted by the secretariat of the board of management. If you have questions about the handling of complaints you can telephone them daily on (073) 658 60 06.

The postal address of the complaints commission is:

*Via internal post:*  
Secretariaat Klachtencommissie  
Locatie 's-Hertogenbosch

*Via external post:*  
Secretariat Klachten commissie  
Postbus 70058  
5201 DZ 's-Hertogenbosch



**Explanation**

I do not agree with this decision/behaviour because:

Description of the complaint:

During the handling of the complaint I should like to be assisted by:  
*You must make contact yourself with the person who you would like to assist you.*

I hereby give those who deal with my complaint permission to consult my dossier to the degree that this is necessary for the research into and handling of my complaint.

*yes*    *no*

My name is:

Date of birth:

Legal status:

Address/department:

Signature:

Copy to:



**You have a complaint?**

**Let us know about it!**

The staff of the Reinier van Arkel group make every effort to ensure that treatment and care are conducted in the best way possible. However, it can still happen that you are not completely satisfied – with the service offered or the way in which it is provided. Or you have the idea that certain things could be better or different. Let us know, because we can learn from every reaction. Some things can be changed and others can be prevented.

**What is a complaint?**

A complaint is a verbal or written expression of dissatisfaction. In order to put your complaint into words you can make use of the attached form. This form is meant to help you put your complaint into words. Of course you can also discuss your complaint with the people directly involved or with management. In this way the complaint can perhaps be resolved straight away.

**Who can submit a complaint?**

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

**What can you make a complaint about?**

You can submit a complaint if you have an objection to the conduct of or a decision made by one or more members of the staff of the Reinier van Arkel group. You can submit a complaint about things of a general nature, in which no member of staff is directly involved.

**How can you submit a complaint?**

- You can discuss your complaint with the member(s) of staff directly involved or with their management; the complaint can perhaps be resolved straight away. For this you can use the complaints form.
- You can approach the Reinier van Arkel group's complaints commission. This must always be done in writing.

**Additional complaints regulations for clients undergoing compulsory treatment (sectioned)**

When you have been admitted on the basis of a court authorization or detention order (under the law BOPZ), in addition to the complaints all clients can submit under the law about complaints, you can also submit a complaint about a number of topics specific to the BOPZ law. You can complain about: the assessment that led to your enforced admission, the decision establishing the need for enforced therapy, and

its implementation. You can also complain about the remedies and measures applied, the restriction to your personal right to freedom and that the treatment plan was not or was not correctly implemented (article 41). Not only you can submit a complaint about these matters, but also any other client admitted by the Reinier van Arkel group can submit a complaint on your behalf (article 41).

**The complaints commission**

**How does the complaints commission work?**

If you opt for mediation by the complaints commission you receive confirmation of the receipt of your written complaint. If the complaints commission find that your complaint isn't clearly explained, you get an extra five days to add to your explanation. If necessary you can get help from the patient representative with formulating and submitting your complaint. The complaints commission lets the person you have complained about know about the complaint. He or she is requested to react in writing to your complaint.

In order to be able to consider the complaint properly, the complaints commission itself collects all the information it needs. For that purpose it may be necessary for them to look at your medical and/or nursing dossier. Your permission to do this will be asked. Along with that they hear witnesses

and invite experts. The complaints commission sends all the items it has collected to you and to the person you are complaining about.

Naturally every effort is made to deal with your complaint in as short a time as possible. The handling of your complaint is conducted behind closed doors. You and the person you have complained about are both present while the complaint is dealt with. If you would rather not be present, you do not need to be if the complaints commission finds that you have good reasons not to be there.

**Who sits on the complaints commission?**

The complaints commission is set up by the board of management and handles complaints from those being treated by the Reinier van Arkel group. The commission consists of a maximum of seven members:

- An independent chairman who is also a lawyer
- A psychiatrist who is not employed by the institution
- Two members nominated by the client organization of the Reinier van Arkel group
- Three general members.

A complaint is dealt with by at least three members of the commission. In any event, one of them

will be a psychiatrist, one of them a legal expert, and one will be nominated by the client organization.

The nature of the complaint and the people involved will determine the make-up of the commission. Nobody directly involved will ever be included in the commission that handles your complaint.

**The decision**

The commission endeavours to make its decision known in writing within two weeks of dealing with your complaint.

Five different decisions are possible:

1. The complaint is dismissed. That means that the complaints commission will not deal with your complaint. That can happen when, for example, the same complaint is being handled by another organization. The complaints commission can also not deal with claims for damages.
2. The complaints commission is not qualified to handle your complaint. For example, if you have a complaint about someone not employed by the Reinier van Arkel group.

3. The complaint is upheld. In other words, the decision is in your favour.

4. The complaint is partially upheld. That means to say that some aspects of the complaint are accepted and some not.

5. The complaint is judged to be groundless. That means that the behaviour about which you have complained is not incorrect or careless, or that this cannot be proved.

The complaints commission's decision is sent to you, to the person about whom you have complained, and to the board of management.

**Article 41**

The decision about a complaint based on Article 41 of the BOPZ law is also sent to the healthcare inspectorate.

If the complaint is (partially) upheld, then the board of management will let it be known within a month if measures are going to be taken as a result – and if so, what those measures are. For example, the person about whom you have complained must offer his apologies, or the board of management will take measures to improve the situation.