

## Compliments and complaints about your treatment

### What can you do if you have a compliment or complaint?

As an independent practice for child, youth and adult psychiatry and psychotherapy, iMindU aims to provide you with the best possible support. It is nice to hear when you are satisfied with the practice and how you are being treated. You can, of course, say this at any time to your practitioner or the practice owner. However, it is possible that during your counselling or treatment, things happen that you consider to be incorrect or unjustified. If you have any complaints or feelings of dissatisfaction, we would like to know, and we will encourage talking about it in the therapeutic context. iMindU sees complaints as part of the therapeutic process and an important tool to improve our service. Together with you, we will look for a solution to the problem or we will see how we can understand your complaint within the therapeutic process.

There are several ways to make your dissatisfaction or complaint known to us:

#### Procedure:

- You can discuss the complaint directly with the person or people involved. This is naturally preferable as step 1.
- You can discuss your complaint with the iMindU complaints officer.
- You can submit your complaint in writing to the iMindU internal complaints commission.

The iMindU complaints officer, clinical psychologist, psychotherapist and family and relationship therapist G. van der Zalm, can advise you on making a complaint. He can be reached at tel. 071-5619452, mobile:

06-10830422 and e-mail: [pvp.vdz@wsma.nl](mailto:pvp.vdz@wsma.nl) .

### *Discuss directly with the person concerned*

The quickest way to resolve your dissatisfaction is to discuss it with the staff member towards whom the complaint is directed. If you cannot find a solution during this conversation, you can bring in the complaints officer, who will supervise a further dialogue between you and the person or people being complained about. Together, you can discuss how the problem can be resolved or understood.

### *Discuss with the complaints officer*

Many people find it difficult to discuss a complaint directly with the person or people involved. If you find this difficult, you can contact the complaints officer, even if there has already been a conversation with the person or people involved, without the problem being resolved. The complaints officer provides information about the complaints procedure and can provide help and act as an intermediary in organising a further dialogue. The complaints officer will lead the further dialogue.

During this session, everyone involved in the complaint will talk things over and try to find a solution to the problems that have arisen. A report of the meeting is made by the complaints officer. If the discussion is satisfactory, the complaint will be closed.

### *Submit complaint to complaints commission*

If this is not the case, you can contact iMindU's external complaints commission, under the auspices of the Dutch Association for Psychiatry (NVvP). iMindU is affiliated via the NVvP with the Complaints Commission for independent mental health practices: Geschillencommissie Vrijgevestigde ggz-praktijken, Bordewijklaan 46, 2591 XR THE HAGUE; PO Box 90600, 2509 LP THE HAGUE.