

# The things you should know when submitting a complaint to the Complaints Committee



Recently you sent a letter to the complaints committee of Riagg Rijnmond. By doing so, you advised us that you have a complaint about your treatment. We would like to inform you about the rules of the committee.

## Composition of the complaints committee

The complaints committee consists of two members and a chairperson. All members are independent. This means that they are not in the employment of Riagg Rijnmond. The official secretary of the committee is in charge of all correspondence and, at the instructions of the committee, he draws up the reports and the decisions. All members of the complaints committee have a duty of secrecy. The secretariat of the complaints committee is located at:  
208 Mathenesserlaan, 3014 HH ROTTERDAM

## The complaints handling procedure

1. As soon as we receive your complaint, we will acknowledge receipt of your letter within five working days. We will also send you a form in which we request your permission to ask for your data. You can return this form to us in the self-addressed envelope. A stamp is not needed.
2. After the form with your permission has been received, we will as soon as possible try to set a date on which the complaints committee will meet.
3. You – or a person authorized by you – will be invited to attend this meeting. You may request the complaint committee to send you an authorization form. The person about whom you complained will also be invited to the meeting. During the conversation we will try to obtain as much information as possible about your complaint by asking questions, both to you and to the person about whom you complained.
4. If you absolutely do not want your complaint to be discussed in the presence of the person about whom you complained, you may tell us so. We will then make two separate appointments to discuss your complaint. A report will be made of both conversations. These reports will be sent to the parties mentioned in item 7
5. The official secretary will make a report about the conversation. This report will be sent to all parties. You may react to this report and inform us about possible additions and remarks. Also the person about whom you complained, is allowed to do so.

6. After the reports with the remarks have been returned to us, we will prepare a **binding** final decision.
7. This final decision will be sent to:
  - a. You, as the complaining party
  - b. The person about whom you submitted a complaint
  - c. The Board of Directors of Riagg Rijnmond
  - d. The Inspector of the Mental Public Health Department (made anonymous)

#### **No correspondence is possible about the decision of the committee**

8. The Board of Directors of Riagg Rijnmond will eventually decide whether the advice of the complaints committee is adopted. This decision will be sent to the parties mentioned in item 7.

#### **Support**

If you wish you may have the support of a confidant during the session. This could be a family member, a good friend, or a social worker, in short, somebody you have confidence in. You may also request the support of an independent client confidant.

#### **Is it possible to appeal against the decision of the complaints committee/the board?**

The final decision of the Board of Directors is binding. This means that appeal is not possible against the final decision. If you wish, you may contact the Health Care Inspection. If the Inspector wishes to do so, he may ask the Complaints Committee to look into the case again. The Inspector will only handle the complaint in the case that he is of the opinion that mistakes have been made when handling your complaint.

Expenses you have incurred to come to discuss your complaint or travelling expenses to attend the meeting, will not be reimbursed by Riagg Rijnmond

All information we obtain about you will be treated **confidentially**. One year after you complaint has been handled, all information will be destroyed. The final decision will be stored.

#### **Contact**

You may Phone or e-mail the secretariat of the complaints committee: 010 241 55 66 or [klachtencommissie@riaggrijnmond.nl](mailto:klachtencommissie@riaggrijnmond.nl)

#### **More information**

You will find the following pamphlets at the desk of Riagg Rijnmond, on the ground floor:

- ▶ Personal Data Protection Act
- ▶ Complaints officer at Riagg Rijnmond
- ▶ What you should know when you submit a complaint