

Complaints procedure

BLOS childcare provides the best of care for your child. It is possible that you are not satisfied with the service provided and would like to address this. In that case, we are more than happy to have a conversation in order to come to a solution. This complaints procedure describes how you can make your dissatisfaction known to us.

1. Dissatisfaction or complaint

BLOS childcare has drawn up an internal complaints procedure within the framework of the Dutch Childcare Act. This regulation describes the procedure for handling and registering complaints. If you, as a client, are dissatisfied with an employee or with a certain course of events within the organization, we ask you to let us know personally. Preferably, first discuss your dissatisfaction with the person directly involved. If this does not lead to a satisfactory solution, you can submit a formal complaint. You can only do so in writing, using the complaints form on our website. If the internal complaint handling does not lead to a satisfactory solution, you can obtain information, advice and/or mediation from the Dutch National Counter for Childcare complaints (Klachtloket Kinderopvang), located in The Hague, or report to the childcare department of the Dutch Foundation for Consumer Complaints Board (Geschillencommissie Kinderopvang). The regulations of can be found on their website.

2. Internal complaints procedure

The internal complaints procedure is only intended for clients of BLOS childcare. To make your dissatisfaction or complaint known, please follow the next steps.

Where to address your dissatisfaction / complaint?

Contact the pedagogical staff member

If you are not satisfied with the care of your child or the course of events at the group or location, you can always contact your child's pedagogical staff member, who is your first point of contact. You can discuss your dissatisfaction when bringing or picking up your child or, if you wish, make an appointment to talk about it.

Contact the location manager

If the conversation with the pedagogical staff member(s) does not lead to a satisfactory solution, you can make an appointment with the location manager. If desired, you can also contact the location manager directly.

Contact the Parent Support and Planning department

If you are not satisfied with, for example, the placement of your child or the invoicing of services, you can contact our Parent Support department directly.

Mediation by the regional manager

If your dissatisfaction or complaint has not been dealt with sufficiently or cannot be resolved by the location manager or the support or planning department, you can contact the regional manager, who can mediate in finding a solution.

Name:	Complaints procedure	Versie:	V1.0 – 03 Aug 2020
Departemnt:	Quality & policy (Kwaliteit & beleid)	Pagina:	1 van 3

Formal complaint

If you are unable to resolve your complaint in personal contact with our staff members, we ask you to formally make your complaint known through the internal complaints form on our website. The complaint will then be received by our customer complaints officer who will make the further processing in accordance with the procedure monitored.

1. Filing a complaint

- 1.1 A formal complaint must be made in writing.
- 1.2 The complaint must be submitted within a reasonable period (within 2 months is considered to be reasonable) after the complaint has occurred. In order to be able to handle the complaint, the internal complaint form must be completed in full. The complaint must bear the date, name and address of the complainant, possibly the name of the employee to whom the complaint relates, the location and the group plus a description of the complaint.
- 1.3 If the complaint concerns a suspicion of child abuse, then the reporting code for domestic violence and child abuse will apply. This complaints procedure is thus concluded.

2. Treatment of a complaint

- 2.1 The customer complaints officer is responsible for the substantive handling and registration of the complaint.
- 2.2 The customer complaints officer shall confirm the receipt of the complaint in writing to the client in question.
- 2.3 The customer complaints officer keeps the complainant informed of the state of progress of the handling of the complaint.
- 2.4 Depending on the nature and content of the complaint, an investigation will be initiated.
- 2.5 If the complaint concerns the conduct of a staff member, this employee shall be given the opportunity to react, orally or in writing.
- 2.6 The customer complaints officer shall monitor the procedure and period of handling. The complaint will be dealt with as soon as possible, unless there are circumstances that impede this. In that case, the customer complaints officer will inform the complainant as soon as possible. The complaint will in any case be dealt with within a period of 6 weeks.
- 2.7 The complainant will receive a written and substantiated opinion on the complaint, including concrete deadlines within which any measures will have been implemented. The complaint must be submitted to BLOS Childcare within 12 months after the complaint occurred.

3. External complaint handling

- 3.1 If internal complaint handling does not lead to a satisfactory solution or outcome, the client in question will have the possibility to turn to the Childcare department of the Dutch Foundation for Consumer Complaints Board (Geschillencommissie Kinderopvang).
- 3.2 The client in question can turn directly to the Childcare department of the Dutch Foundation for Consumer Complaints Board (Geschillencommissie Kinderopvang) if the parent cannot reasonably be expected to submit a complaint to the holder under the given circumstances.
- 3.3 Even if the complaint has not been settled within six weeks, the complaint may be submitted to Childcare department of the Dutch Foundation for Consumer Complaints Board (Geschillencommissie Kinderopvang).

Name:	Complaints procedure	Versie:	V1.0 – 03 Aug 2020
Departemnt:	Quality & policy (Kwaliteit & beleid)	Pagina:	2 van 3

The complaint must be submitted to the Childcare department of the Dutch Foundation for Consumer Complaints Board (Geschillencommissie Kinderopvang) within 12 months after the complaint has occurred at BLOS Childcare.

Geschillencommissie Kinderopvang

Bordewijklaan 46

2591 XR Den Haag

www.degeschillencommissie.nl

Name:	Complaints procedure	Versie:	V1.0 – 03 Aug 2020
Departemnt:	Quality & policy (Kwaliteit & beleid)	Pagina:	3 van 3