

DUTCH LAW COMPLAINT RULES

As of 1 January 2017, the Dutch government has decided that, as a client of a healthcare provider, you should be able to share a complaint easily and accessible. The purpose of this law is that you, as a client, should be able to give feedback about the care you have received, so that the care provider can learn from your findings and improve them. This law makes it clear to you what the steps are that you need to take to make your complaint known.

The Wkkgz applies to all healthcare providers. The Wkkgz applies to both care institutions and independent professionals, such as freelancers. Think of nursing homes, hospitals, general practitioners and physiotherapists. Company doctors and insurance doctors who assess the health status of clients or provide medical assistance to clients are also subject to the law.

Within this law there are three distinct steps: the complaint, the complaints officer and the disputes committee.

1. If you have complaints, I naturally hope that we can come to a solution together; . If you don't succeed in doing so, then :
2. If this does not lead to a solution, contact my professional association and they will see to it that a complaints officer takes action. You can be assigned a complaint officer by sending this complaint form to my professional association VIV Nederland.
3. If the Complaints Officer fails to mediate, the complaint may become a dispute. That dispute will be submitted to the Disputes Committee.

...is being presented. Here you will find the procedure and further information such as costs. If the Disputes Committee pronounces a verdict, this verdict will be published in anonymous form, so that the experience gained can be shared and that every care provider can take note of it.

Quality of care if you are treated by physiotherapy:

The title of physical therapist is protected by law. Register

Anyone who has completed the official study, meets all the basic requirements and is registered in the government's BIG register, may independently treat patients as physiotherapists. [Read more](#)

Complaint about your physiotherapist?

Do you have a complaint about your physical therapist's treatment or are you dissatisfied with the way in which your physical therapist or his staff member has dealt with you? Then it is good to make this known. For yourself, for other patients and for the quality of physiotherapy. Where can you go with your complaint?

1. Talk to your physical therapist

First of all, start a conversation with your physical therapist or contact the practice where your physical therapist works. Bring along someone you trust if you find it difficult to do this alone, for example your partner, a family member or someone else. Tips on how to deal with such a conversation can be found, for example, on the website of the patient organisation such as Zorgbelang.

Care interest in the Netherlands 0031(0)900 243 70 70 (€ 0.10 per minute + international costs)

2. File a complaint

If the conversation with your physical therapist does not help, you can submit a complaint in accordance with the following possibilities.

The treatment of the complaint is free of charge, with the exception of the (possible) costs of assistance if, for example, you call in a lawyer.

Which option you choose depends on what you want to achieve. Each option has different powers to take measures. All three of them are independent and very careful and will deal with your complaint in confidence.

Complaints procedure Physiotherapy

Are you unable to talk to your physical therapist or are you dissatisfied with the solution offered? Then there is a complaints procedure for you. The Physiotherapy Complaints Regulation offers you an independent complaints officer.

Below you will find a form to submit a complaint. You can also contact the request for support from the complaints officer by telephone when submitting a complaint.

Reporting form complaints

Regulations complaints procedure physiotherapy

If you have further questions or cannot find a solution, it is possible to contact the complaints officer by telephone. To do so, please contact KNGF Member Information via +31 33 467 29 29. (Mon to Fri 8.30 - 17.00 hours).

The independent complaints officer examines your complaint, gives advice on submitting a complaint, assists in formulating it and gives advice on finding a solution. The secretariat or the complaints officer will respond to your complaint within two weeks.

Contact details

DUTCH RULES

Disputes DUTCH Committee Physiotherapy

Are you dissatisfied with the solution offered or with the handling of complaints by the Complaints Mechanism? If so, you can contact the Disputes Dutch Committee for Physical Therapy. This committee gives a binding advice, both for the physical therapist and for you. If compensation is requested, this can be awarded in certain cases.

Do you want an opinion of the Disputes Committee? Then you pay 50 euros as a contribution to the costs. If you also claim compensation, this is 100 euros. You must pay these costs, regardless of whether or not you have been found to be in the right. In exceptional cases, the

committee may waive the obligation to pay a contribution. You can submit a dispute using the form below.

Regional Disciplinary Court of the Dutch Government

Do you think that the physical therapist should receive a warning or, in extreme cases, should no longer practice his profession? Complaints about your treatment or treatment by a physical therapist can be submitted to one of the five Regional Disciplinary Boards of the government. If the Regional Disciplinary Court agrees with your complaint, the physical therapist can be reprimanded and, in extreme cases, he may no longer call himself a physical therapist. If you wish, you can call in a lawyer to represent you.

Contact details

The Regional Dutch Disciplinary Boards are located in Groningen, Zwolle, Amsterdam, The Hague and Eindhoven in the Netherlands.

For detailed information about the procedures and forms for submitting a complaint, please contact the Regional Disciplinary Boards.

You can find the contact details at www.tuchtcollege-gezondheidszorg.nl

Good to know

You can submit a written complaint using the forms on this page.

You can file a complaint for yourself or for your child (up to the age of 16). Filing a complaint anonymously is not possible.

Describe your complaint as clearly as possible and state your own name and address. Do not forget to include the name and practical or private address of the physical therapist in the letter.

As the measures taken by an organisation become stricter, the complaints procedure will take longer. In general, the complaints procedure for the Physiotherapy Complaints Regulation runs the smoothest. The complaints procedure at the Regional Disciplinary Court or the Physiotherapy Disputes Committee often takes longer and is more formal.

After reading this leaflet, do you have any questions about how best to submit your complaint and to which authority? Please contact the KNGF via 033- 467 29 29.

Complaints procedure

On the basis of an agreement between the NIBIG solidarity fund Wkkgz and Quasir B.V., RM van Luijk is registered for the Wkkgz.

This means that R.M. van Luijk:

Has been landed at the Disputes Committee for the Healthcare Dispute (art.18 Wkkgz) and has a complaints procedure (art.13 Wkkgz).

A complaints officer (art.15 of the Wkkgz) is available on demand.

R.M. van Luijk is included in the NIBIG's Layered Register.

I have a complaint about a therapist

Every Dutch healthcare provider must, in accordance with the Quality, Complaints and Disputes in Healthcare Act (Wkkgz), come to an arrangement to deal with complaints and be able to show them to its clients.

1. If you have a complaint about a therapist, it is best to first try to resolve it together with the therapist. You talk about your complaints with your therapist and come to a solution together so that you can let go of your complaint.
2. If this does not work, you can request (free of charge) mediation by an independent complaints officer. Please contact the NIBIG via klachten@nibig.nl.
3. Your complaint will be solved professionally with the help of an independent complaints officer within 6 weeks* after which you can let go of your complaint.
4. If this does not lead to a satisfactory solution either, you can report the complaint as a dispute to the arbitration body. This arbitration body will deal with your complaint and will reach a decision that is binding on all parties and possibly imposes a claim for damages up to a maximum of € 25.000,-. You are satisfied with the decision and can let go of the complaint.
5. If you are not satisfied with the verdict you can go to the Subdistrict Court within 2 months after the verdict.

* Term can be extended by 4 weeks.

Wkkgz client information

Through the link below you can find information which you can use on your website to inform your clients about the Wkkgz:

Wkkgz information for your clients 2018