Machine Translated by Google

CENTER

Complaints brochure U-center

Are you not satisfied with something?

Do you have a complaint or a suggestion for improvement?

Tell us

Machine Translated by Google

If you are not satisfied

U-center wants to support you as best as possible with your treatment program and to match your needs. Providing good care also requires good handling of (signs of) dissatisfaction with the treatment provided by U-center employees.
Are you not completely satisfied? Or are things going differently than you would have liked? Don't 'sit' with it. We appreciate it if you let us know. By dealing well with your dissatisfaction, we try to restore trust. Where necessary, we take measures to improve the quality of care.

It is also possible to report suggestions for improvement without there being a complaint.

Who can file a complaint?
Every client of U-center can submit a complaint, even if the care relationship has already been concluded. Someone else can also file a complaint on your behalf. This can be a legal representative (for example, a mentor or curator), a person designated or authorized by you or a surviving relative.

A close relative of a client has the right to submit a complaint about the way in which he is approached or informed by U-center. A loved one cannot complain about the approach or treatment of a client.

More information about the complaints procedure can be found in our complaints procedure.

Who can I contact with my dissatisfaction/complaint?

1. Discuss your complaint with the person(s) involved
If possible, we advise you to discuss your dissatisfaction/complaint with the relevant practitioner/employee of U-center. It is for the relationship between you and the employee to discuss your dissatisfaction/complaint with each other in all openness and honesty. Employees are open to your wishes, feedback and criticism. They appreciate being the first to hear from you if you do not agree with the way things are going or if you experience dissatisfaction with something. The employee offers a listening ear and tries to find a satisfactory solution together with you.

2. Discuss your complaint with a manager
Are you unable to reach an agreement with the employee concerned? Then you can request a meeting with the manager, who would like to talk to you. They can support and advise you in resolving your dissatisfaction/complaint.

3. Discuss your complaint with the complaints officer
You may not really know what to do with your dissatisfaction/complaint. It is also possible that you actually find it quite difficult to discuss your complaint with the employee and/or manager involved, or that a conversation with the person(s) involved did not lead to the desired result. If this is the case, you can contact the complaints officer. The complaints officer will explain to you the U-center complaints procedure and can inform and advise you about the

Machine Translated by Google

possible options regarding your complaint. Together you discuss your wishes and expectations and you look for a sustainable solution for your dissatisfaction/complaint.

The complaints officer is independent and impartial and does not make any statements about whether the complaint is justified or not. The complaints officer mediates on the basis of 'hearing both sides'. This means that the complaints officer enters into discussions with all parties involved; the complaints officer plays a mediating role in this. She is mainly committed to making both parties more understanding for each other and thus contributing to a sustainable solution to your dissatisfaction/complaint.

The complaints officer tries to restore trust in the relationship between you and the U-center employee.

The complaints officer of U-center is Suzanna Quaaden. You can contact her for (first) care information, advice, support and mediation.

The complaints officer can be reached as follows:
klachtenfunctionaris@u-center.nl
You will receive a response to your email within 3 working days.

4. **Board of Directors** You
want an opinion about your complaint, for example because you are not satisfied with the result of your complaint handling within U-center. Then you must submit your complaint to the Board of Directors of U-center. The complaints officer can help you with this. Your complaint will be investigated. Based on this, the Board of Directors makes its opinion known.

If there is a complaint (combined) with a request for compensation for damage (a claim), then only the Board of Directors can judge your claim within the U-center complaints procedure. In this written claim you indicate what happened and what the damage is, and state that it concerns a statement of liability. You can submit your claim in writing by post or email. The complaints officer will ensure that your claim is handed over to the Board of Directors for processing.

5. Disputes Committee
If you do not agree with the judgment of the Board of Directors of U-center, then there is a dispute. In this case, you can appeal to the Disputes Committee.
The latter is authorized to make a binding decision. You can only appeal to the Disputes Committee after a judgment has been formulated by the Board of Directors of U-center. The Disputes Committee charges costs for engaging the Disputes Committee.

The contact details of the Disputes Committee are:
Phone: 070-3105310
Opening hours: Monday to Friday 10:00 AM – 2:00 PM
Mailing address: The Healthcare Disputes Committee
PO Box 90600
2509 LP The Hague
Website:
https://www.degeschillencommissiezorg.nl/over-ons/zorgcommissies/zorg-algemeen/

Machine Translated by Google

Finally

If you need more information and/or advice, do not hesitate to contact the complaints officer.

Your complaint will be treated in the strictest confidence (see U-center complaints procedure). Anonymous complaints will not be processed.

By making your dissatisfaction known, bottlenecks become visible. U-center registers your complaint and analyzes this data anonymously to improve the quality of care. The Executive Board, the client council and the Supervisory Board of U center are regularly informed about the bottlenecks and the improvements that have been made.

The National Healthcare Reporting Point (LMZ) provides advice in the event of complaints about the quality of care. The reporting center does not resolve the complaints itself, but it does indicate which steps you can take. The hotline is part of the Health and Youth Care Inspectorate (IGJ).
The contact details of the National Healthcare Reporting Point (LMZ):

Phone:	088-125020 (local rate)
Opening hours:	Monday to Friday from 9:00 am to 5:00 pm
Mailing address:	Health and Youth Care Inspectorate PO Box 2518 6401 DA Heerlen

Website:

https://www.igj.nl/onderwerpen/klacht-of-vragen-over-zorg-of-jeugdhulpverlening/Contact

Addendum 2026

What happens if your complaint concerns a member of the Board of Directors?

If your complaint relates, in whole or in part, to the actions or performance of a member of U-center's Board of Directors, an adjusted procedure applies to ensure that your complaint is handled independently.

The Board member concerned will not handle or assess the complaint. The complaints officer will ensure that the complaint is referred to U-center's Supervisory Board.

The Supervisory Board will ensure that the complaint is handled independently and with due care. If necessary, it may engage an independent external expert.

The Board member concerned will be given the opportunity to respond to the complaint, but will not take part in handling or assessing it.

The time limits and safeguards set out in U-center's complaints procedure apply.

The Supervisory Board will issue a written and reasoned decision on behalf of U-center.

Do you have any questions, need support, or wish to submit a complaint?

Please contact U-center's complaints officer at klachtenfunctionaris@u-center.nl.

This addendum supplements the U-center Complaints Procedure 2021.