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U-center

Complaints Procedure

Adopted 11 March 2021
Supplemented by Addendum 2026

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Addendum 2026

Complaint concerning the performance of an Executive Board member

In addition to the U-center Complaints Procedure 2021, the following applies if a complaint relates wholly or partly to the actions, omissions or performance of an Executive Board member of U-center, or to that Executive Board member's role in handling a complaint:

The Executive Board member to whom the complaint relates will not handle or assess that part of the complaint personally.

The complaints officer will refer that part of the complaint directly to the Supervisory Board. The Supervisory Board will ensure independent and careful handling and may, if necessary, engage an independent external expert for that purpose.

In accordance with the principle of hearing both sides, the Executive Board member will be given the opportunity to respond to the complaint, but will not participate in the handling, deliberation or decision-making concerning that part of the complaint.

The time limits and other safeguards set out in this Complaints Procedure apply correspondingly to the handling of that part of the complaint.

The written and reasoned decision on that part of the complaint will be issued on behalf of U-center by the Supervisory Board.

In all other respects, the U-center Complaints Procedure 2021 remains in force without amendment. This Addendum forms an integral part of the U-center Complaints Procedure 2021.

Introduction

U-center aims to support clients as effectively as possible during their treatment programme and to respond to their needs. Providing good care also includes dealing appropriately with signs of dissatisfaction concerning treatment provided by U-center staff. U-center promotes an open climate for discussing and handling complaints, while respecting privacy. Every complaint, regardless of the form in which it is expressed, is regarded as a signal and is taken seriously.

As a general principle, a complaint should be handled as close as possible to the client's treatment environment. The earlier a complaint can be resolved, the greater the likelihood of maintaining or restoring the relationship with the client. Complaints also provide opportunities for learning and may lead to measures that improve the quality of care provided by U-center.

This Complaints Procedure sets out how client complaints are handled within a healthcare institution. The Dutch Healthcare Quality, Complaints and Disputes Act (Wet kwaliteit, klachten en geschillen zorg, Wkkgz) requires healthcare providers to establish such a procedure and specifies the requirements it must meet. The implementing decree sets several additional requirements.

The U-center Complaints Procedure is an adaptation of the ZAI Wkkgz model complaints procedure - Healthcare Complaints Management. The VKIG was consulted in developing that model procedure. The U-center Complaints Procedure follows the wording of the Wkkgz as closely as possible.

The first general section covers the scope, confidentiality and privacy, definitions, principles and objectives applied by U-center. The next general section sets out the rules governing access to the Complaints Procedure - who may complain, about what, when and how - and the general organisation of the procedure. The subsequent sections set out the rules for the various persons and bodies that contribute to the proper handling of client complaints:

- the workplace - staff members and managers;
- the complaints officer, whose specific role is to provide initial support and mediation and to handle complaints in an accessible and effective manner under the Wkkgz;
- the Disputes Committee, which issues a binding decision if U-center and the complainant are unable to reach a satisfactory resolution;
- the contribution of complaints to overall quality improvement.

The final section explains, among other matters, how a person may complain about the handling of a complaint. It also contains general provisions concerning adoption and amendment of this procedure. The Dutch procedure uses the masculine form. References to “he” should also be read as references to “she”.

General

1. Scope

This Complaints Procedure applies to the handling of complaints within U-center under the Dutch Healthcare Quality, Complaints and Disputes Act (Wkkgz).

2. Confidentiality and privacy

Everyone who is or has been involved in handling a complaint is obliged to keep confidential anything learned through that involvement whose confidential nature they may reasonably be expected to recognise. This duty of confidentiality is subject to any statutory provision requiring a person involved in the handling to disclose information and applies insofar as disclosure does not impair the client's right to complain.

3. Definitions

For the purposes of this procedure, the following definitions apply:

Person complained against The person about whom a complaint has been submitted or the person responsible for the act or omission to which the complaint relates.

Client A natural person who requests care or to whom U-center provides or has provided care.

Client Council The council established for U-center clients under the Dutch Participation of Clients in Healthcare Institutions Act (Wmcz).

Dispute A complaint which, after being handled in accordance with this procedure, has not been resolved to the complainant's satisfaction and in whose outcome the complainant has not acquiesced.

Disputes Committee The external Disputes Committee with which U-center is affiliated in accordance with the requirements of the Wkkgz.

Complaint Any expression of dissatisfaction - a question, comment, report or response - by a client indicating that the client's expectations in relation to treatment by U-center have not been met. A complaint may also take the form of a claim for damages, meaning a complaint seeking financial redress. A claim for damages is always assessed by the Executive Board.

Complainant The person submitting a complaint. This may be the client; the client's legal or authorised representative; the client's agent; or a surviving relative of the client. For the purposes of this procedure, the complainant may also be a person close to the client.

Complaints officer The person appointed by U-center to provide the complainant, from an independent and impartial position, with initial support, information, advice and assistance in order to submit a complaint internally or externally, and who supports the complainant and the person complained against in resolving problems where possible and/or restoring the relationship.

Staff member A person working at or for U-center. This includes persons in paid employment, volunteers, and persons temporarily engaged or consulted in connection with care.

Person close to the client A natural person in the client's environment who acts as the client's informal representative and/or informal carer.

Surviving relative The spouse from whom the deceased was not legally separated and the registered partner of the deceased; other relatives by blood or marriage of the deceased, provided that the deceased wholly or partly supported them at the time of death or was required to do so by a court order; a person who, before the event giving rise to liability, lived with the deceased as a family and whom the deceased supported wholly or to a substantial extent, insofar as it is plausible that this would have continued but for the death; a person who lived with the deceased as a family and to whose support the deceased contributed by managing the common household; and first-degree blood relatives and second-degree collateral blood relatives of the deceased.

Decision A reasoned written notification from the Executive Board stating the conclusion reached by the complaint investigation, the decisions taken by U-center concerning and in response to the complaint, and the period within which the measures decided upon will be implemented.

Supervisory Board U-center operates in accordance with the Healthcare Governance Code. The Supervisory Board consists of three members.

Claim for damages A complaint in which the complainant requests financial redress or compensation for damage.

Time limit The statutory period of six weeks, which may be extended once by four weeks, within which U-center must issue a decision on the complaint. A different period may be agreed with the complainant.

Representative The person or persons whom U-center must involve, under any statutory provision, instead of or alongside the client in fulfilling its obligations towards the client.

Healthcare provider U-center B.V.

Executive Board The Executive Board of U-center consists of two members: the Director of Care and Personnel and the Director of Operations and Finance.

4. Principles

U-center applies the following principles:

- An accessible and low-threshold opportunity to discuss or resolve dissatisfaction or a complaint and/or obtain a decision.
- Promoting opportunities to discuss complaints promptly within the direct relationship between the client/person close to the client and the staff member/manager and, where possible, to resolve them.
- Independent and impartial mediation and handling of the complaint by the complaints officer.
- Handling the complaint on the basis of hearing both sides.
- Respect for the complainant's experience and the client's independent right to complain.
- Respect for the healthcare provider's own professional responsibility and that of its staff members.

- Respect for the privacy of the client, complainant, person complained against, healthcare provider and others involved in complaint handling, in accordance with statutory provisions and insofar as this does not restrict the client's and the person close to the client's statutory right to complain under the law and this procedure.

5. Objectives

The U-center Complaints Procedure aims to strengthen the quality of care and the position of clients in healthcare by establishing rules that promote accessible and effective complaint handling.

- To do justice to the interests of the individual client and the person close to the client through careful handling of the complaint.
- Where possible, to resolve the complainant's problems raised through the complaint.
- To promote restoration of trust between the complainant and the person complained against and/or U-center.
- To contribute structurally to improving the quality of care at and by U-center.

Access to and organisation of the Complaints Procedure

1. Publicising and facilitating the Complaints Procedure

U-center:

- ensures that the Complaints Procedure is widely publicised among clients, persons close to them, referrers, partners in integrated care and other stakeholders;
- equips staff members and managers so that they are familiar with the Complaints Procedure for clients and persons close to them and with the option of calling upon the services of the complaints officer in the event of dissatisfaction;
- provides the facilities and resources necessary for the Complaints Procedure to operate properly.

Both the staff members involved and complainants are expected to cooperate fully and make every reasonable effort in the handling of the complaint.

2. Right of clients and persons close to them to complain - admissibility

- The client has the right to submit a complaint about the conduct of U-center and persons working for U-center towards the client and persons close to the client.
- When submitting and during the further handling of a complaint, the client may be represented by a person appointed or authorised by the client.
- Where an adult client has a court-appointed legal representative, such as a mentor or guardian, that representative is entitled to submit a complaint on the client's behalf. The legal representative must comply with the requirements applicable to a responsible representative.
- A person whom U-center or a person working for U-center refuses to accept as the client's representative has the right to submit a complaint and to have it assessed whether that refusal was justified.
- A person close to the client has the right to submit a complaint about conduct towards that person as a person close to the client, preferably and where possible after consulting the client.
- A surviving relative has the right, whether or not through an appointed representative, to submit a complaint about U-center's conduct towards a deceased client, unless the client stated during their lifetime that they did not consent.
- No limitation period applies to submitting a complaint to U-center unless further statutory rules have entered into force.
- In addition to the above, U-center may adopt further rules concerning the right of clients, persons close to them and their representatives to complain. Before doing so, U-center seeks the advice of the Client Council, the Works Council and the complaints officer.

3. Decision to submit or withdraw a complaint

- The complainant decides when, where and in what form the complaint is initially submitted. The subsequent route is determined in consultation with the complainant, taking account of the complainant's aims and wishes and the possibilities, limitations and formal requirements of the respective procedures.
- The complainant retains the right at all times to submit the complaint to another appropriate external complaints body, such as a disciplinary tribunal, the Health and Youth Care Inspectorate or the National Healthcare Report Centre.

It is desirable, but not compulsory, for the complainant to inform the persons involved in handling the complaint of the intention to submit the complaint to another body.

- A person or body involved in complaint handling will, at the complainant's request, provide information about options for submitting a complaint elsewhere or refer the complainant to another appropriate body.
- The complainant has the right at any time during a complaints procedure to withdraw the complaint or decide to discontinue the procedure. The complainant must then notify the complaints body or bodies involved in writing.
- Where there is a statutory obligation or an overriding interest,[1] the complaints body or another person involved in the complaint may decide to take appropriate further action even after the complainant has discontinued the procedure. The complainant and the person complained against will be notified unless a more compelling interest prevents this.

4. Handling complaints in integrated care

- Where a complaint submitted to U-center concerns several U-center staff members, the complaint will in principle be handled jointly. The complaints officer will support and, where necessary, coordinate this joint handling.
- Where a complainant raises with U-center a complaint concerning the conduct of another body, such as another healthcare provider, care needs assessor or healthcare funder/reimbursing body, U-center will facilitate transfer of the complaint to that body for further handling unless the complainant does not consent. Transfer to another complaints body will in principle be supported by the complaints officer.
- Where the complaint also concerns conduct by U-center, U-center ensures that it is handled in conjunction with the handling by the other body or bodies unless the complainant does not consent. The complaints officer supports the joint handling.
- U-center includes agreements in cooperation agreements with other bodies involved in care - integrated-care partners - concerning joint handling of complaints involving several bodies participating in the cooperation.
- In addition to the above, U-center may adopt further rules for handling complaints in integrated care. Before doing so, U-center seeks the Client Council's consent and the advice of the Works Council and the complaints officer.

5. Progress information, time limits and completion of complaint handling at U-center

- A complaint is investigated carefully.
- Complaint handling aims to achieve a lasting and satisfactory solution for the complainant, the person complained against and U-center and to restore the care relationship. The aim is to achieve the most satisfactory possible solution for all parties involved.
- The complainant is kept informed of the progress of complaint handling.

[1] This applies in particular where there is or may be a criminal offence, where U-center has a statutory reporting obligation - including calamities and suspected sexual or other violence in the care relationship - or where a structural interest is involved, such as preventing harm to third parties.

- A complaint is handled as soon as possible and no later than within six weeks of the date on which it was submitted.
- If the complainant requests a decision from U-center's Executive Board, U-center complies with the request and the complainant receives a reasoned notification stating:
  - the conclusion reached by the investigation of the complaint;
  - the decisions taken by U-center concerning and in response to the complaint;
  - the period within which the measures decided upon will be implemented.
- The six-week period may, where necessary, be extended by four weeks, provided that the complainant and the person complained against receive written notice stating the reasons for the extension.
- A further extension of the handling period is possible if the complainant and the person complained against are informed of the reasons and the complainant consents.
- If the applicable handling period, including any further period agreed, is exceeded, the complainant has the right to refer the matter to the Healthcare Disputes Committee - General Healthcare.
- If the complainant is dissatisfied with the outcome under this procedure, the complainant may, within 12 months of the date on which the complaint was completed by a decision of U-center's Executive Board, submit the complaint on the same grounds to the Healthcare Disputes Committee - General Healthcare.

6. Registration of complaints; retention of complaint files

- The complaints officer is responsible for keeping files and registering submitted complaints.
- The complaints officer ensures that the receipt of reports, record-keeping, retention and registration are organised so that the privacy of the complainant, the person complained against and any other persons involved is protected and unauthorised persons cannot gain access.
- The complaints register and complaint files are retained for five years after complaint handling has been completed, unless compelling reasons require longer retention. If a complaint contains medical data, the statutory retention period of 20 years applies.
- No record of complaints submitted by the client or a person close to the client, or of their handling, is entered in the client record. Agreements concerning care or treatment resulting from complaint handling are recorded in the client record.

7. Costs of complaint handling at U-center

- U-center does not charge the complainant or the person complained against for complaint handling through the complaints officer.
- For allocation of the costs of handling a complaint as a dispute by the Disputes Committee, reference is made to the Healthcare Disputes Committee - General Healthcare:
  https://www.degeschillencommissiezorg.nl/over-ons/zorgcommissies/zorg-algemeen/
- The costs of external support or assistance engaged at the initiative of the complainant or person complained against, and the costs of representatives, witnesses or experts engaged by either party in complaint handling, are borne by the party or parties concerned.

Handling complaints in the workplace

Staff member/manager

1. Role and contribution of a staff member who is the subject of a complaint

- A staff member about whom a complaint has been submitted has the right to provide an oral or written explanation of their actions.
- A staff member may seek advice or assistance within U-center in handling a complaint about them. The staff member will receive general information and/or may ask their manager or the complaints officer.
- A U-center staff member who learns directly from the complainant or through another person of a complaint about them gives the complainant an opportunity to explain the complaint. The staff member makes every effort to discuss it further and, where possible, reach a solution, and cooperates fully with further handling.
- Where this promotes proper discussion, the staff member involves another person directly or indirectly, such as a manager or the complaints officer. The staff member always informs their manager of the complaint and the actions taken.
- The staff member complained against always informs the complainant of the option of also submitting the complaint to the complaints officer.
- In the event of an incident, calamity and/or violence in the care relationship of which the staff member is aware or in which they were involved, the staff member verifies that the client and representative or surviving relative or relatives have been informed of the Complaints Procedure.

2. Role and contribution of a staff member in a complaint about another U-center staff member

- A staff member who is dissatisfied with another staff member, whether at U-center or another healthcare provider, care needs assessor or funder, raises this directly with that person.
- A staff member who learns from the client or a person close to the client of dissatisfaction with another staff member encourages the complainant to discuss this directly with that staff member or to contact the complaints officer.
- A staff member who learns of a complaint about another staff member emphasises the importance of expressing dissatisfaction as soon as possible and preferably directly. The staff member refrains from commenting on whether the complaint is justified.
- In the event of an incident, calamity and/or violence in the care relationship, the staff member verifies that the client and representative or surviving relative or relatives have been informed of the Complaints Procedure.

3. Role and contribution of the manager in complaint handling

- The manager promotes prompt and open discussion of dissatisfaction.
- Where necessary, the manager provides a complaints body with the name and contact details of a staff member involved in a complaint.
- The manager does not take over the person complained against’s own contribution without being asked and without consultation.
- For every complaint of which the manager becomes aware, the manager assesses whether sufficient support has been arranged for both the complainant and the person complained against. Where necessary, the manager takes action, using or consulting the complaints officer and other designated support persons under the U-center Complaints Procedure.

Support and mediation in complaints

Complaints officer

1. Position and safeguards for independence

- The complaints officer acts independently towards the complainant, the person complained against and U-center. Within the general framework of the professional profile, the complaints officer determines how to act when handling a complaint.
- The complaints officer has direct access to the Executive Board.
- The complaints officer does not combine this role with other roles at U-center where such a combination could impair the ability to act independently and impartially.
- Where the complaints officer is employed by U-center, U-center ensures in accordance with the law that the role can be performed independently and does not disadvantage the complaints officer because of how the role is performed.
- Where the complaints officer has a direct or indirect personal involvement with a complainant, person complained against or another person involved in handling a particular complaint, the complaints officer arranges replacement by another complaints officer.

2. Duties and responsibilities of the complaints officer

The complaints officer has the following duties and responsibilities:

- Providing initial support.
- Providing information and advice about options for handling the complaint.
- Providing assistance.
- Providing mediation.
- Providing process guidance and monitoring progress.
- Providing guidance in special situations and, where necessary, taking a supporting role.
- Providing information and training on the right to complain and complaints management.
- Identifying issues and advising on improving the quality of care.
- Identifying issues and advising on the organisation and policy development of complaints management at U-center.

3. Powers of the complaints officer

The complaints officer has the following powers:

- Direct access to areas where clients are present, with respect for the privacy of other clients and staff members and without disrupting the provision of care.
- Obtaining information and consulting documents relevant to the complaint, after obtaining the client’s consent and in accordance with applicable statutory provisions.
- Requesting persons directly or indirectly involved in the submitted complaint to provide explanations and/or attend a meeting.
- Providing requested and unsolicited advice to staff members complained against and/or managers on handling a specific complaint or their approach to complaints in general.

Assessment of a dispute by an external disputes committee

1. Affiliation and review of admissibility

- U-center ensures affiliation with an external disputes committee: https://www.degeschillencommissiezorg.nl/over-ons/zorgcommissies/zorg-algemeen/
- U-center ensures that the composition, organisation and working methods of that committee comply with the Wkkgz Implementing Regulations and any further applicable requirements, including the requirement to have regulations.
- U-center provides complainants with correct information about whether and how they may apply to the Disputes Committee.
- If a complainant applies to the Disputes Committee because, in the complainant's opinion, the statutory or procedural period for internal handling has been exceeded, the Disputes Committee may, where reasonable grounds exist, decide to await the internal outcome before considering the dispute.
- Following a binding decision or advice from the Disputes Committee, the complainant and the person complained against receive a written response from U-center's Executive Board within one month. The response states whether U-center will take measures, what those measures entail and when they will be implemented. If the decision is accompanied by recommendations to U-center, the written response gives reasons for whether U-center adopts them.
- A decision of the Disputes Committee is binding. Advice is not binding and must be regarded as a recommendation.
- The complainant may apply to the Disputes Committee only after U-center's Executive Board has issued a decision.

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Contribution to quality improvement | Learning from complaints

1. Reporting serious complaints; handling urgent situations

- If a complaint concerns an apparently serious situation, the body involved in handling it - for example, the complaints officer or external Disputes Committee - asks the person directly involved in or ultimately responsible for the situation at U-center to take appropriate measures.
- For these purposes, a serious situation includes at least:
  - a situation which, if allowed to continue, may lead to direct harm to a client and/or staff member;
  - a situation that constitutes a serious and structural threat to the quality of services provided to other clients or to staff safety;
  - a criminal offence, calamity, violence in the care relationship and/or an incident, or a suspected occurrence.
- If the body involved in handling the complaint has not established that the directly involved or responsible person has taken appropriate measures within a reasonable period, it reports the matter to U-center's Executive Board and requests it to take appropriate measures.
- If U-center's Executive Board does not take appropriate measures within a reasonable period or insufficient clarity is provided, the body involved reports the matter to U-center's Supervisory Board and to the Health and Youth Care Inspectorate (IGJ). The Executive Board receives a copy of the report.

A reasonable period means that appropriate measures must be taken no later than six weeks after the Executive Board becomes aware of the report.

- Where any person involved in a complaint or its handling becomes aware of circumstances that may involve an urgent interest, that person is entitled immediately to contact the person or body able or responsible to take appropriate measures to prevent possible adverse consequences. Where necessary, this occurs without the immediate knowledge or consent of the complainant and/or person complained against.

2. Identification by those involved; discussion of signals from complaints

- Everyone involved in an individual complaint about U-center, or in handling it, also considers its significance as a signal for quality improvement and ensures that the signal is brought to the attention of the appropriate level, with due regard for the privacy of the client/complainant and person complained against.
- Staff members discuss within their teams the signals of dissatisfaction they encounter and the significance of those signals for quality improvement.
- Managers ensure that actions resulting from identified signals are monitored systematically. They inform other managers of quality signals and actions that are or may be relevant to them.

3. Complaint reports and follow-up

- Each quarter, the complaints officer prepares an anonymised complaint report for U-center's Executive Board based on registered complaints and, where necessary, includes recommendations.
- The Executive Board informs managers of the content of quarterly reports and any recommendations. Managers report to the Executive Board on their conclusions and planned and completed measures. Both the Executive Board and the complaints officer receive a copy.
- Before 1 April of the following calendar year, the complaints officer makes an anonymised annual complaints report available to U-center's Executive Board and Client Council. The Executive Board ensures further discussion of the annual report with the Client Council and Supervisory Board, together with information about measures taken and planned.
- If complaint reports show relatively more complaints concerning particular staff members or parts of U-center, the complaints officer informs the responsible manager of the situation, stating the name of the relevant staff member or department. The staff member or department receives a copy.
- The manager or Executive Board takes appropriate measures where necessary.

Final provisions

1. Dissatisfaction with complaint handling

- If the complainant, person complained against or another person involved in complaint handling is dissatisfied with the conduct of the person or body responsible for handling the complaint, that person first raises this directly with the person or body concerned. If the response is unsatisfactory or no response is received within a reasonable period of one month, the following steps may be taken.
- A complainant or person complained against who is dissatisfied with the conduct of the manager and/or complaints officer in complaint handling may submit this as a complaint to U-center's Executive Board.
- The Executive Board member responds in writing to the matter within one month.
- The complainant or person complained against may submit a complaint about the Executive Board's role in complaint handling or the handling of dissatisfaction to the Supervisory Board. The Supervisory Board responds in writing within one month.
- A complainant who believes that the complaint was not handled in accordance with the Wkkgz and/or the U-center Complaints Procedure may ask the Health and Youth Care Inspectorate (IGJ) to review compliance.[2] This review is not a substantive reassessment of the complaint. The request to the Inspectorate is made after the complainant has first raised the matter with U-center and has received a written response from the Executive Board, or where that response has not been provided within the periods under the Wkkgz.

2. Complaints that cannot be mediated; withdrawal and discontinuation by the complaints officer

- If, because of the passage of time or other circumstances, a complaint cannot reasonably be explored properly, the complaints officer may decide that adequate complaint handling is not possible. The complainant will be informed in writing, stating the reason why the complaint will not be considered.
- A complaint is not handled further if the complainant withdraws it. The complainant may withdraw the complaint by stating in writing or electronically that no further handling by U-center is desired. The withdrawal is confirmed to the complainant in writing or electronically.
- If the complaint is withdrawn orally, the withdrawal is confirmed in writing, stating the date of the conversation or telephone call and, where applicable, the reason for withdrawal.
- For compelling reasons, U-center may decide to discontinue complaint handling. This may apply, for example, if the complainant behaves aggressively towards staff members or otherwise engages in serious misconduct, so that continuation cannot reasonably be required of the healthcare provider. The complainant is informed in writing of the discontinuation and the reason.
- The complainant is informed of the option of submitting the decision to discontinue handling by the complaints officer/U-center to the Healthcare Disputes Committee - General Healthcare.
- Anonymous complaints are not considered.

[2] The complainant may also first contact the National Healthcare Report Centre (LMZ) and ask for advice about possible steps for handling the complaint.

3. Adoption, evaluation, amendment and decisions concerning the Complaints Procedure

- The Complaints Procedure will be evaluated one year after it enters into force and every three years thereafter. As part of the evaluation, the Executive Board consults at least the complaints officer, the Client Council and the Works Council.
- This Complaints Procedure may be amended by U-center or withdrawn in favour of a new procedure on the proposal of interested parties.
- Before deciding to adopt, amend or withdraw the Complaints Procedure, U-center's Executive Board seeks the advice of the complaints officer, the consent of the Client Council, and the advice of the Works Council. The statutory provisions concerning the Client Council's and Works Council's rights of advice and consent are observed.
- In all cases not covered by this Complaints Procedure, U-center's Executive Board decides after consulting the complaints body or interested parties involved in implementing the relevant part of the procedure.

4. Entry into force

This Complaints Procedure entered into force on 1 April 2021 and is deemed to continue by operation of law in accordance with current legislation.

5. Short title/name of document

This Complaints Procedure is cited as the "U-center Complaints Procedure 2021".

Adopted on 11 March 2021 by the Executive Board of U-center.

Drs Raymond (C.M.W.) van Oosterhout	Drs Ton (A.B.M.) Habets
Director of Care and Personnel	Director of Operations and Finance
U-center	U-center