

Complaints procedure

Date of creation: 23-09-2025

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ARTICLE 1 – Purpose and scope

This complaints procedure describes how AVONDDERMATOLOG handles complaints from patients regarding the provision of care. The procedure applies to all healthcare professionals working within or on behalf of the practice.

ARTICLE 2 – Definition of a complaint

A complaint is defined as any verbal or written expression of dissatisfaction by a patient or their representative regarding the conduct of a healthcare professional or the practice.

ARTICLE 3 – Submission of a complaint

1. A patient may submit a complaint:

- verbally to the dermatologist/practice owner (during a consultation, or by phone: +31 6 45507213).
- in writing (avonddermatoloog@hotmail.com; please note: this is **not** a secure email address).
- directly to the complaints officer via SoloPartners.

2. The practice will acknowledge receipt of the complaint within 5 working days.

ARTICLE 4 – Complaints officer

1. AVONDDERMATOLOG uses the services of SoloPartners to provide an independent and free complaints officer.

2. The complaints officer:

supports the patient in formulating the complaint,

provides information and advice,

mediates, where possible, between the patient and the healthcare professional.

3. Contact details of the complaints officer (via SoloPartners):

Telephone: +31 85 201 01 44

E-mail: info@solopartners.nl

Website: www.solopartners.nl

ARTICLE 5 – Handling of the complaint

1. The healthcare professional or practice owner handles the complaint with due care, confidentiality, and impartiality.
2. Within 6 weeks, the patient will receive a reasoned written response.
3. If more time is required, this period may be extended once by 4 weeks. The patient will be informed of this in a timely manner, with an explanation.

ARTICLE 6 – Disputes committee

1. If the complaint has not been resolved to the patient's satisfaction, the patient may submit the complaint to the disputes committee **Geschillen In De Zorg (GIDZ)**, recognised by the Ministry of Health, Welfare and Sport (VWS), via SoloPartners.
2. This disputes committee is independent, authorised to make a binding decision, and may award compensation if necessary.
3. Contact details of the disputes committee (via SoloPartners):

Telephone: +31 85 201 01 44

E-mail: info@solopartners.nl

Website: www.solopartners.nl

ARTICLE 7 – Registration and evaluation

1. All complaints are registered internally by the practice and retained for a minimum of 2 years.
2. The practice periodically evaluates complaints and implements improvement measures where necessary.

ARTICLE 8 – Publication / Communication

This procedure is available on the practice's website and will be provided to patients free of charge upon request.