

AVONDDERMATOLOG

Do you have a complaint? [Information for patients of AVONDDERMATOLOG]

At AVONDDERMATOLOG, we do our utmost to provide you with good and careful care. However, it may happen that you are not satisfied with something. Please let us know, and together we will look for a solution.

Step 1 – Discuss your complaint with us

You can always discuss your complaint with your treating dermatologist.

Call: ☎ +31 6 45507213

You can also email: avonddermatoloog@hotmail.com

Please note: this is **not** a secure email address.

Often, a conversation can already provide clarity and lead to a solution.

Step 2 – Complaints officer via SoloPartners

If you cannot reach a solution with us, you can contact an independent complaints officer from SoloPartners.

This officer is free of charge and supports you throughout the process.

They will help you formulate your complaint and mediate between you and our practice.

Contact details complaints officer (SoloPartners):

☎ +31 85 201 01 44

✉ info@solopartners.nl

🌐 www.solopartners.nl

Step 3 – Disputes committee

If you are still not satisfied after mediation, you can submit your complaint to the recognised disputes committee GIDZ via SoloPartners.

The disputes committee will make an independent and binding decision.

If necessary, compensation may also be awarded.

Our goal

We take every complaint seriously. Complaints help us improve our care. Do you have any questions or would you like more information? Please feel free to ask for our complaints procedure, or visit our website at www.avonddermatoloog.nl under the “CONTACT” section.