



Complaints folder Wet verplichte ggz (Wvggz)

Resolving misunderstandings

Do you have a complaint about the treatment or other related matters? Then you can discuss this with your therapist. Contact your therapist so that the complaint can be resolved. Sometimes it may be difficult to express the complaint directly to the therapist. In this case, you can always bring someone with you during such a conversation, for example a family member or friend. You can also ask for help from the patient confidential advisor (patiëntenvertrouwenspersoon, PVP). During the conversation we answer questions and we can resolve misunderstandings. We may be able to make improvements and correct errors. That is why your experience is important to us.

File a complaint

Can't we work it out together? Then you can submit a complaint. You can do this at the municipal complaints committee (Klachtencommissie). Any client or legal representative of the client can submit a complaint. In addition, third parties can also submit a complaint on behalf of the client, with the client's permission. When the client has passed away, family members can submit a complaint about the treatment. The PVP can assist with the procedure. You can also contact the urban complaints committee (stedelijke Klachtencommissie) without the intervention of the PVP.

The Regional Complaints Committee Amsterdam

Your complaint will be handled by the Regional Complaints Committee of Amsterdam. Arkin is a member of this committee. The chairman and deputy chairman are lawyers and are independent of the organization. When dealing with a complaint, a small committee is formed from the participating committee members: the working committee. This committee never includes members who work at the organization for which you are submitting a complaint.

What can you submit a complaint for?

De Wet verplichte ggz (Wvggz) describes the issues about which you can submit a complaint. You can contact the municipal complaints committee for:

- The decision that you are unable to determine your will with regard to the proposed treatment (statement of incapacity);
- The decision to apply certain compulsory care, for example, separation or medication;
- The decision to apply a treatment that you or your representative oppose;
- The decision to transfer you or to terminate compulsory care (subject to conditions).
- The decision to limit certain rights, for example your right to receive visitors, your right to use the telephone or your freedom of movement. Or it may be decided that your mail is being searched for dangerous items;
- If you feel that your care provider is failing to give the treatment that was agreed upon with you, or if the care provider is not properly complying with the record-keeping obligation, or if you are not properly informed about his obligations regarding compulsory care.
- If you have a complaint about your treatment in combination with the decisions above.



The complaints committee does not deal with complaints about a healthcare authorization or crisis measure that has been issued. You can contact the mayor or court that issued the authorization for this.

Do you have another complaint about the Wvvgz or about the care you receive voluntarily? Then you can contact the complaints officer. For more information, see our brochure 'The complaints procedure' ('de klachtenregeling').

Help from the patient confidential advisor (PVP)

When you are treated in a mental health care organization, you have the right to get support from a PVP. You can contact a PVP with questions and complaints about the care provided, for example the way in which you are treated or about the compulsory care. The PVP is not employed by the healthcare organization where you are being treated, but by the independent PVP Foundation (Stichting PVP). The PVP represents your interests as you see them and does nothing without your permission. The help of the PVP is free. If necessary, you can get help from an interpreter.

You can also be assisted by someone of your choice, for example a family member or your lawyer. You have to pay the costs of the lawyer or of another (legal) assistance provider yourself.

How do you submit a complaint?

You can send a letter or e-mail to the secretariat of the complaints committee. In this letter you put:

- Your name, the date of writing, the department/care provider where you are or have been in treatment;
- Against whom the complaint is directed;
- The event for which you want to submit a complaint and when it took place;
- What is your objection to this event.

The more clearly you describe these matters, the better the PVP can support you in drafting and submitting your complaint. More information about this can be found at www.pvp.nl.

Damage

If you have suffered damage as a result of the event about which you are submitting a complaint, you can ask the complaints committee to impose compensation on the organization. When submitting your complaint, indicate what damage you have suffered and the amount of this damage. The complaints committee will include this request in the procedure.

Complaints committee procedure

When you have submitted the complaint, you will receive a confirmation from the secretariat of the complaints committee. You will receive information about the further procedure.

The chairman assesses whether the complaint meets the requirements of the law and the regulations. Three or four members are then appointed to handle the complaint. This committee always includes a lawyer (chairman), a psychiatrist and a member of the client



council. The committee investigates the complaint by assessing all submitted documents. They also look at the guidelines and protocols with regard to the complaint. It may be necessary for the committee to inspect your patient file, this is only possible if you give written permission for this.

The complaints committee will ask the person or department, to which your complaint relates, to provide a written response. After this reaction, there are several options:

- You are satisfied with the written response and withdraw your complaint.
- You opt for a mediation conversation led by the complaints committee with the person or department you have a complaint about. Here you are trying to work it out together. The complaints committee acts as an intermediary and can be used as an assessor.
- You opt for a hearing, in which the committee comes to a decision on your complaint. Before making a decision, you and the person/department your complaint is about, will be given the opportunity to be heard. The complaints committee assesses whether the complaint is well founded and can, if necessary, recommend the physician director about any measures to be taken. You will both receive a decision about this on paper.

The complaints committee always asks which options you want to use.

How long does the complaints handling process by the complaints committee take?

The complaints committee must make a decision within two weeks if it concerns ongoing compulsory care. In the event of a complaint concerning terminated compulsory care, the committee must make a decision within four weeks. The ruling is binding on the organization providing you care and they must also comply with this ruling.

Complaints Committee contact details:

Klachtencommissie cliënten

Postbus 74077

1070 BB Amsterdam

e-mail: klachtencie@ggzingeest.nl

Phone: 020 – 788 5140

If you have questions about the procedure or if you would like to request the regulations in a paper version, you can contact the official secretary of the complaints committee using the information above.