



A woman with blonde hair wearing a pink short-sleeved shirt and dark trousers stands on the left, looking towards a man on the right. The man has grey hair, wears glasses, a white long-sleeved button-down shirt, and khaki trousers. He is gesturing with his right hand as if speaking. They are outdoors in a park-like setting with green trees and a paved path. The image is partially obscured by a large purple shape at the bottom and several overlapping circles in blue, yellow, and light blue on the right side.

# A complaint? Let's sort it out together.

This leaflet tells you what you can do if you are not satisfied. As a client or as someone close to a client.

# Who can you turn to?

First, we recommend that you share your complaint with the person directly involved. Perhaps you are unwilling or unable to do that. Or you may not know who they are. In that case, read on to find out what you can do.

We hope we can solve any problems together. For example, by improving how we do things or rectifying a mistake. We sincerely want to learn from your experience.



## General complaints

If you are dissatisfied with something or someone, you can submit your complaint using the complaint form. You can find this form on Arkin's website ([www.arkin.nl/klachtbehandeling](http://www.arkin.nl/klachtbehandeling)). Your complaint will then be sent to the complaints officer.

Usually, a client submits a claim personally. However, someone else can do it for them if the client gives permission. This can be done using the same complaint form on Arkin's website.

## About the complaints officer

The complaints officer is independent. They take a neutral stance and inform you how your complaint can best be dealt with. The complaints officer will ensure that your complaint reaches the right person and is handled with due care and attention.

If you want to resolve or talk out a problem, the complaints officer can initiate a mediation session or a mediation process. This is a quick and informal way to speak to the right people. If you are not satisfied with how your complaint is handled, then the complaints officer can advise you on what to do next.

## Contact with the complaints officer

The complaints officer will treat anything you say in the strictest confidence. You can call the complaints officer on Monday, Tuesday, Thursday and Friday from 10am to 4pm on 088 505 1205. Or send an email to [klachtenfunctionaris@arkin.nl](mailto:klachtenfunctionaris@arkin.nl).



## Complaint about a bill

Do you have a question about the bill? If so, your starting point should be the 'frequently asked questions about the bill' section on Arkin's website. If the answer to your question or complaint is not included, please email [klachtenfacturatie@arkin.nl](mailto:klachtenfacturatie@arkin.nl).

## Complaint about involuntary care Compulsory Mental Healthcare Act (Wvggz)

If you are receiving care on an involuntary basis, your practitioner can make decisions that severely restrict your rights. Involuntary care involves admission with a crisis measure or compulsory care with a care authorisation. There is a special complaints procedure in such cases. Read more about this in the Compulsory Mental Health Act complaints leaflet on Arkin's website ([www.arkin.nl/klachtbehandeling](http://www.arkin.nl/klachtbehandeling)).

You can call in the assistance of a patient confidential counsellor (PVP), family counsellor (FVP) or another person, such as a family member, friend or acquaintance. The patient confidential advisor can be reached at [helpdesk@pvp.nl](mailto:helpdesk@pvp.nl) or 0900 444 8888.

## Complaints from someone close to the client

The family counsellor (FVP) provides support in connection with the Compulsory Mental Health Act. A family counsellor supports those close to people:

- who are receiving compulsory care on the basis of a care authorisation or crisis measure
- for whom a care authorisation or crisis measure is being prepared
- who have been voluntarily admitted to a ward where compulsory care is also provided

The family counsellor offers these people:

- Information
- Advice
- Support
- Mediation
- Assistance with a complaints procedure

## Contacting the family counsellor

You can contact the family counsellor at [O.Khaiboulov@familievertrouwenspersonen.nl](mailto:O.Khaiboulov@familievertrouwenspersonen.nl) or 06 110 531 78. Alternatively, you can go to the website [www.lsfvp.nl](http://www.lsfvp.nl) or call the helpdesk on 0900 333 2222 (€0.10 p/m).

# Other important contact details

## Client Council

### General client advocacy

[clienraad@arkin.nl](mailto:clienraad@arkin.nl)

020 590 44 54

Monday to Thursday 10am to 4pm

[www.clienraadarkin.nl](http://www.clienraadarkin.nl)

### Client Council Sinai Centrum

06 23 93 01 76

[cr-sinai@sinaicentrum.nl](mailto:cr-sinai@sinaicentrum.nl)

## Close Relatives Council

### General advocacy for the interests of family and close relatives of clients

[naastenraad@arkin.nl](mailto:naastenraad@arkin.nl)

020 590 40 95

Thursday 12am to 13.30pm

[www.arkin.nl/naasten](http://www.arkin.nl/naasten)

## Complaints Commission for Mental Health Care

If your complaint has not been dealt with adequately, you can submit it to the independent complaints commission for Mental Health Care.

Postbus 90600

2509 LP Den Haag

[www.degeschillencommissiezorg.nl](http://www.degeschillencommissiezorg.nl)

Read more about our complaints procedure on Arkin's website ([www.arkin.nl/klachtbehandeling](http://www.arkin.nl/klachtbehandeling))



  
**Arkin**

*Samen  
Sterker!*