



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/complaints). 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.

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.



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/complaints).

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 or 085 330 30 00.

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 get in touch via the website:

- For support with voluntary care:
[Find a family confidant – Stichting Familievertrouwenspersonen PLUS](#)
- For support with compulsory care:
[Find a family confidant – Stichting Familievertrouwenspersonen \(Wvggz\)](#)

Or call the helpdesk on 0900 333 2222 (€0.10 p/m).

Other important contact information

Client Council

General advocacy for clients

clienraad@arkin.nl / +31 (0)20 590 44 54
(Monday to Thursday from 10:00 AM - 4:00 PM)
www.clienraadarkin.nl

Client Council Sinai Centre

cr-sinai@sinaicentrum.nl / +31 (0)6 23 93 01 76

Family Council

General advocacy for family and friends of clients

naastenraad@arkin.nl / +31 (0)20 590 40 95
(Thursday from 12:00 PM - 1:30 PM)
www.arkin.nl/naasten

Dispute Resolution Body for Mental Health Care

If your complaint has not been satisfactorily addressed, you can submit the complaint to the Dispute Resolution Committee.

PO Box 90600
2509 LP The Hague
www.degeschillencommissiezorg.nl

You can find our complaints procedure on the Arkin website (www.arkin.nl/complaints).

Complaint handling for children and adolescents under 18

Are you dissatisfied with the treatment and under 18 years old? In our complaint brochure for children and adolescents up to 18 years old and their parents, you will find more information on how to file a complaint. You can find this on the Arkin website (www.arkin.nl/complaints).




Arkin

**Samen
Sterker!**