

## Complaints procedure

### Introduction

The Three Little Ships Pre-school (hereafter TLS) has an internal complaints procedure in line with Dutch law for children's day care centres (Wet Kinderopvang). This procedure describes the way that the TLS pre-school will register and deal with parental complaints. Ideally, parents will discuss their concerns first with the pre-school staff that are involved. If the situation cannot be resolved then a formal complaint may be made. The formal complaint should be submitted in writing to the Director of Lighthouse Special Education. If the complaint is still not resolved satisfactorily, then the parents may submit their complaint in writing to the Executive Director of the Stichting HSV.

If the complaint cannot be resolved through the internal complaints procedure then the parents may seek information, advice and mediation through the Childcare Complaints Desk (Klachtenloket Kinderopvang) in The Hague: [www.klachtenloket-kinderopvang.nl](http://www.klachtenloket-kinderopvang.nl) or may lodge their complaint with the Consumer Complaints Board (Geschillencommissie): [www.degeschillencommissie.nl](http://www.degeschillencommissie.nl) In some cases, it may be in the best interest of the complainant to submit their complaint directly to the Consumer Complaints Board.

### 1. Definitions

Organisation	TLS Pre-school.
Employee	The employee working at the TLS Pre-school.
Team Leader	The person responsible for leading the TLS Pre-school team.
Director	The Director of the TLS Pre-school.
Parent	The person who is using, or wishes to use, the services of the TLS Pre-school for his/her children.
Complainant	The parent who is making a complaint.
Complaint	A written statement of dissatisfaction.
Childcare Complaints Desk	Klachtenloket Kinderopvang: for information, mediation and advice.
Consumer Complaints Board	Geschillencommissie: for children's day care and playgroups, for legally binding resolutions to complaints.
Written complaint	Electronic communication is also understood under 'written complaint' unless the law does not permit this.

### 2. Preliminary complaint

If a parent has a complaint, then the organisation assumes that this will be discussed with the relevant person as soon as possible. The first point of contact is the employee in the pre-school. If the complaint is not resolved, then the complaint should be discussed with the team leader. An appointment may also be made to discuss the complaint with the Director or the Executive Director. If the complaint is not resolved through these discussions then a formal complaint may be lodged.

### **3. Formal complaint**

- 3.1 A formal complaint must be submitted in writing and the TLS complaints form may be used (see attachment). The complaint should be submitted within a reasonable period (no more than 2 months) after the situation regarding the complaint arose. The complaint must be dated and should include the name and the address of the complainant, the name of the employee (if appropriate), the location and a description of the complaint.
- 3.2 If the complaint is in regard to a suspicion of child abuse then the procedures for domestic violence and child abuse will be followed. This complaint procedure will be closed.

### **4. Management of a complaint**

The Director of TLS is responsible for the management and registration of a complaint.

- 4.1 The Director will confirm in writing to the parents that their complaint has been received.
- 4.2 The Director will update the complainant in regard to the management of the complaint.
- 4.3 Depending on the nature and content of the complaint, the Director will start an investigation into the complaint.
- 4.4 If the complaint is in regard to the behaviour of an employee, then the employee will be given the opportunity to respond to the complaint verbally or in writing.
- 4.5 The Director will ensure that the procedures are followed and that these are done in a timely way. The complaint will be addressed as quickly as possible, unless there are circumstances that hinder this. If this is the case, then the Director will keep the complainant informed. The complaint will be addressed within a maximum of 6 weeks.
- 4.6 The complainant will receive a reasoned written judgment regarding the complaint, including a clear schedule in which measures will be taken.
- 4.7 If the complainant is not satisfied with the outcome from the Director then he/she may refer the matter to the Executive Director.

### **5. External complaints procedure**

- 5.1 If the internal complaints procedure with the Executive Director does not lead to a satisfactory resolution, then the parents may take their complaint to the Childcare Complaints Desk or the Consumer Complaints Board.
- 5.2 The parent may go directly to the Consumer Complaints Board if it cannot be reasonably expected that, given the circumstances, he/she could submit a complaint to the Supervisory Board of the HSV.
- 5.3 If the complaints procedure is not completed within 6 weeks then the complaint may be passed to the Consumer Complaints Board.
- 5.4 The complaint procedure must be completed by the Consumer Complaints Board within 12 months from the date that the complaint was submitted to the organisation.

## Complaints form

Parents name	
Child's name	
Date of birth child	
Telephone number	
Email address	
Date of complaint	
Address where complaint arose	

**What is the nature of the complaint?** (Give as much concrete information as you can about the incident about which you are complaining)

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**Have you discusses this complaint with a member of staff or the team leader?**

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**Do you have a suggestion about how to resolve this complaint? If so, what is it?**

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*The privacy policy of Three Little Ships can be found on the website <https://threelittleships.nl/parent-information/policies/>. It describes how TLS deals with personal data.*