

Complaints Procedure

If you have a comment or complaint, please let us know!

Raise your grievance verbally first

Gynaikon Klinieken is committed to providing the best possible care. This is something we take highly seriously and it is important to us that you are satisfied.

If you, despite our commitment, are not satisfied with something, please first discuss your dissatisfaction with the person(s) involved. They will be happy to sit down with you to discuss the matter and find a solution to the problem. If a solution cannot be found or if you are reluctant to engage with the person(s) involved, you can raise your grievance by filing a formal complaint in writing or by email with the independent complaints officer, who will act as an intermediary between the patient and the person against whom the complaint is filed. By filing your complaint, you are helping us improve the quality of our healthcare and services.

Complaints officer

Gynaikon Klinieken has engaged Quasir to provide an independent complaints officer. The complaints officer mediates between you and the person who is the subject of your complaint, with the aim of removing your dissatisfaction. The independent complaints officer reports complaints to the board of Gynaikon Klinieken and makes recommendations to prevent similar complaints in the future.

The coordinator on behalf of Quasir is Ms L. de Boon, telephone number: +31 (0)6 48 44 55 38.
Email: bemiddeling@quasir.nl

If your complaint has not been settled after mediation by the complaints officer, you can take the matter to the disputes committee.

The complaints officer does not handle requests for compensation. Such requests must be taken directly to the board of Gynaikon Klinieken.

Disputes committee

If you are unable to settle the matter with Gynaikon Klinieken and the complaints officer, you can take it to the disputes committee (Stichting Zorggeschil). Here's how to contact them:

By phone: +31 (0)6 12583075 from 9am to 5pm (Mon to Fri)
By email: info@zorggeschil.nl
By post: Stichting Zorggeschil, Postbus 1021, NL-7940 KA Meppel

For more information about the disputes committee, visit www.zorggeschil.nl.

Privacy

Gynaikon Klinieken has a privacy policy in place that governs its storage and processing of client data. Aside from that, the Dutch Personal Data Protection Act (Wet Bescherming Persoonsgegevens, WBP) applies. For a copy of our privacy policy, please contact us by calling us on: +31 (0)88 884444 or emailing us on: info@gynaikon.nl. These are also the contact details to use if you want to request a copy of the full complaints procedure for Gynaikon Klinieken patients.

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