



**Dear Sir/Madam,**

We are happy to help you show your patients/clients that you are affiliated with the Complaints Desk for Healthcare (Klachtenloket Zorg). Therefore, we have drafted this text, which you can use on your website:

**External, Independent Complaints Handling**

We strive to provide you with the best possible care. However, it may happen that you are not satisfied with the care provided. You can let us know. You can submit your question or complaint to the independent Complaints Desk for Healthcare (Klachtenloket Zorg). An employee of the Complaints Desk will try to resolve your complaint with information and advice and can connect you with an independent complaints officer. This officer can mediate between you and us, so that together we can still find a suitable solution.

You can easily contact the Complaints Desk for Healthcare by calling 070-310 53 92. This line is open Monday to Friday, from 9:00 AM to 5:00 PM. Alternatively, you can send an email to [info@klachtenloket-zorg.nl](mailto:info@klachtenloket-zorg.nl). For more information, you can visit: <https://www.degeschillencommissiezorg.nl/klachtenloket-zorg/>.

**The Disputes Committee**

You can also file a complaint with the external and independent Healthcare Disputes Committee (Geschillencommissie Zorg Algemeen). Your complaint will then become a dispute. An impartial and expert committee will assess your dispute and issue a binding decision. This means that both you and we must adhere to the decision, and no appeal can be made against it. For more information, please visit: [www.degeschillencommissiezorg.nl](http://www.degeschillencommissiezorg.nl).

Kind regards,  
The Klachtenloket Zorg Team