



Expat Counseling Center

Herengracht 560 | 1017 CH Amsterdam | +31 (0) 853034368
info@expatcounselingcenter.nl | www.expatcounselingcenter.nl | KvK: 64255484

Complaint Procedure

Are you dissatisfied with us?

If you are dissatisfied for any reason, please feel free to discuss this with your therapist. If you remain dissatisfied or you prefer to have the conversation with an independent person, please contact the complaints officer. This is completely independent from ECC and supports you with the submission and further processing of your complaint.

How does the complaints officer work?

Step 1: sign up

The first step is to submit your complaint.

This is done via a complaints form. You can find this via www.klachtencompany.nl

Please send the completed form to p3nl@klachtencompany.nl or by mail to:

Klacht & Company

PO Box 3106

2601 DC Delft

If you are unable to access the internet yourself, ask Klacht & Company for a paper copy of the complaint form. After you have filled in this, you can send it to the aforementioned address.

If you find it difficult to describe the complaint properly or would prefer to consult first, you can also call the complaints officer: 088 - 234 1601 or 06 - 49 66 53 50

Step 2: conversation

The complaints officer listens to your complaint and discusses with you what you want and what the appropriate steps would be. This could, for example, be a mediation discussion between you and your therapist. The complaints officer is completely independent and impartial in this matter. Everything you discuss with the complaints officer is confidential. If the complaints officer undertakes further actions, your consent will be required.

Step 3: closure

If all possible steps have been taken, the outcome of the complaint handling will be recorded in writing. This end conclusion will also contain the agreements that have been made. For example, about the solution of the complaint or about how we will continue together in the future. You can expect to receive the end conclusion within a period of 6 or 10 weeks, unless notified otherwise.

Still not satisfied with the outcome?

If you do not agree with the outcome of the complaint handling, you can submit the case to the Disputes Committee. This committee investigates and assesses your

complaint, in which both parties are heard. The care provider must adhere to the outcome of this dispute procedure.

Even if you do not agree on a possible claim for damages, you can ask the Disputes Committee for a binding opinion. Information about the Disputes Committee (when and where you can submit the complaint and how this should be done) can be found in the aforementioned closing report.

What are the costs?

No costs are incurred for you to call in the complaints officer.

If you decide to hire a lawyer yourself, the costs will be your responsibility.

If you decide to go to the Disputes Committee, you will be charged a one time administration fee of € 52,50.

Other possibilities

There are other possibilities to work on your complaint or to receive support.

The complaints officer can give you information about this. You can also inquire at:

Patient Federation Netherlands
Churchillaan 11
3527 GV Utrecht
Tel: 030 297 0303

Or:

National Hotline Care:

Only via the internet: www.zorgklacht.nl

Your care provider is affiliated with a national complaints and disputes regulation. These complaints and disputes regulations have been drawn up by P3NL (Federation of psychologists, psychotherapists and pedagogues) in collaboration with Expat Counseling Center and are aimed at mental health care.