

# Complaints system

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**Expat Med B.V.**

## 1. Definitions

For the purposes of this Regulation:

- a. Clinic: Expat Med B.V.;
- b. Complaint: An objection raised by a patient or client against a conduct of Expat Med B.V. or a ExpatMedB.V. employed person; a conduct shall mean any act or omission as well as the taking of a decision affecting the patient or the client;
- c. The complainant: the person to whom health care is, is or will be granted or his representative;
- d. Indicted: Expat Med B.V. and the management of ExpatMedB.V. or the one who is inside ExpatMedB.V. where a complaint has been lodged against that person;
- e. First medically responsible medical specialist: Person or authority in Expat Med B.V. where a patient or client can express and file complaints in writing (or orally);
- f. Complaints Officer External: the person appointed by the Executive Board to provide support and/or mediation in dealing with a complaint and which also provides information and advice to the complainant;
- g. Disputes Committee: An independent committee available and accessible to the complainant, who will deal with the complaint submitted to the Commission by the complainant, if the complainant is not with Expat Med B.V. or complaints board comes out. The Disputes Committee may issue a decision on case and/or damage to persons relating to the establishment or execution of a closed contract.
- h. Direction: Directorate of Expat Med B.V.;
- i. Law: The Law quality, complaints and litigation care (WKKGZ)

## 2. Objective of the complaints system

The purpose of the complaints system is to:

To do justice to the complainant and defendant by means of a careful procedure for the reception, mediation and treatment of complaints from patients; The complainant has the right to complain and initiate the complaints procedure;

- a. To promote the restoration of the relationship of trust between the complainant and the defendant, to the extent possible and desired by the complainant;
- b. Avoid new complaints by systematically capturing and analyzing data that has led to a complaint.

## 3. Starting points for the complaints system

The complaints system must be accessible and there must be an independent complaints procedure. A complaint is usually initially discussed with the person against whom the complaint is addressed. The complaints procedure can, if necessary, take place at three levels, namely:

- 1<sup>e</sup> First medically responsible medical specialist
- 2<sup>e</sup> complaints Officer
- 3<sup>th</sup> Disputes Committee

#### 4. First medically responsible medical specialist

The first medically responsible medical specialist has the following tasks and powers:

- a. The receipt of complaints expressed both orally and in writing.
- b. registering complaints.
- c. Referring the complainant/complaint to the external complaints officer.

### 5. Complaints Officer

The external complaints officer is appointed by the Directorate of Expat Med B.V..

1. The external complaints officer shall have the following tasks:
  - a. Receiving and registering complaints;
  - b. Assist the complainant in the formulation of the complaint;
  - c. Informing the complainant about the procedure to be followed and the progress thereof;
  - d. The removal of dissatisfaction from the complainant, for example, by mediation between the complainant and the defendant;
  - e. The feedback of complaints to the management;
  - f. Recommendations to the Board of Directors on the basis of collected data.
2. The complaints officer shall have the following powers:
  - a. To see the complainant's dossier after written consent of the complainant;
  - b. Calling and hearing of persons in Expat Med B.V. involved in the complaint lodged;
  - c. Referral of Disputes Committee.
3. A more far-reaching task is to deal with a complaint, asking for a judgement on the merits of a complaint. If necessary, measures should be taken or external bodies should be engaged. If the mediation of a complaint did not lead to a solution of the complaint, the patient can submit it in writing to a litigation committee.

### 6. Disputes Committee

If the complainant is with Expat Med B.V. and the Complaints Committee does not come out, the complainant may appeal to the Arbitration Board. ExpatMedB.V. reminds complainants of this possibility.

The Disputes Committee may issue a decision on case and/or damage to persons relating to the conclusion or execution of a contract. The disputes-Commission shall deliver a binding opinion or promote a settlement between the complainant and ExpatMedB.V.. ExpatMedB.V. is affiliated with a recognised Arbitration Board. The disputes Committee complies with the Government's accreditation requirements. This means that you can count on a good procedure and an impartial decision.

At the commencement of a dispute procedure, the complainant owes a complaint. He must also deposit the unpaid portion of the account in the deposit.

### 7. Final provisions

1. The complaints officer and all other persons involved in the treatment of a complaint are subject to confidentiality.
2. In all cases, the complainant shall retain the possibility of turning to another appropriate body to have the complaint treated, such as the Health Care Inspectorate, the regional disciplinary college or the civil or criminal court.

3. The complaints reception system is known by adding a passage on the website of Expat Med B.V..

4. The complaint procedure is free of charge for the complainant, however submitting a complaint to the Litigation committee does not.

The complainant and the defendant may, if they so wish, be provided with a person chosen by them throughout the procedure. The costs incurred by any solicitors or solicitors will not be borne by Expat Med B.V..

5. The management takes care of the framework conditions required for the operation of the first medically responsible medical specialist and the external complaints officer.

6. Amendments and additions to this Regulation shall be adopted by the management.

7. In all cases where this arrangement does not provide, the board of Expat Med B.V. decides .