

## Bink complaints procedure

Bink does everything in its power to organise the care of your child as well as possible. Yet, you may not be satisfied with our services and wish to make this known. As a Bink client, you have the right to submit an expression of dissatisfaction or a complaint. We, however, prefer to enter into dialogue with you in order to find a solution together. This also gives us the opportunity to improve our working methods.

Within the framework of the *Wet kinderopvang* (Childcare Act), Bink has drawn up an internal complaints procedure, which describes the procedure for handling and registering expressions of dissatisfaction and complaints from parents/carers.

If you wish to express your dissatisfaction about a subject, we kindly ask you to take the following steps:

- First, discuss your dissatisfaction with the person directly involved. He or she can then try to find a solution together with you in order to take away your dissatisfaction.
- If you cannot work this out together, the person directly involved will bring you into contact with his or her manager, who will then work with you to find a solution. This is usually the location manager, but it can also be a manager at the head office, a childcare location manager or a board member.
- If this discussion does not lead to a satisfactory solution for you either, you can submit a formal complaint via the complaints form on the [website](#).
- If the internal complaint procedure does not lead to a satisfactory solution, then, as a parent/carer, you can turn to the [Klachtenloket Kinderopvang](#) (Childcare Complaints Desk) in The Hague for information, advice, conciliation and mediation, or register your dispute with the [Geschillencommissie](#) (Arbitration Committee).

If we cannot reasonably expect you, as a parent, to submit a complaint to Bink under the given circumstances, you can also submit your complaint directly to the [Geschillencommissie](#). The regulations of the Arbitration Committee can be found [here](#).



## 1. Definitions

Organisation:	Bink childcare (Bink)
Staff member:	The staff member working at Bink
Complaints coordinator:	The employee to whom the complaints are sent, who monitors the procedure and the settlement of complaints by order of the Board of Directors
Complaints handler:	Location manager, director of operations or general manager handling the complaint
Location manager:	The person in charge of the location where the child has been placed
Parent:	A natural person who uses, wishes to use or has used the services of the childcare organisation for the care of his/her child(ren)
Complainant:	The parent/carer submitting a complaint
Complaint:	Written expression of dissatisfaction
<i>Klachtenloket</i> <i>Kinderopvang:</i>	Institute for information, advice, conciliation and mediation
<i>Geschillencommissie:</i>	<i>Geschillencommissie Kinderopvang</i> (Arbitration Committee for childcare), for binding dispute settlement
In writing:	In writing also means 'electronic', unless the law provides otherwise



## **2. Preliminary process for complaints**

If a parent/carer is dissatisfied, Bink assumes that the parent will discuss the dissatisfaction with the person involved as soon as possible. The contact is therefore, in principle, the staff member at the group or at the head office. Should this not lead to a solution, the parent can turn to the location manager or head office supervisor. If this does not lead to a satisfactory solution either, the parent may submit a complaint.

## **3. Submitting a complaint**

- 3.1 A complaint must be submitted in writing, by using the complaint form on the website. The complaint must be submitted within a reasonable period after the complaint arose, whereby a maximum of 2 months is considered reasonable. The complaint must be accompanied by the date, name and address of the complainant, possibly the name of the staff member to whom the complaint relates, the location and the group, and a description of the complaint.
- 3.2 A complaint relates to behaviour towards a parent/carer or a child of Bink or a staff member of Bink, or to the agreement between Bink and the parent/carer.
- 3.3 Should the complaint concern a suspicion of child abuse, the reporting code for domestic violence and child abuse will come into effect or, in the case of a suspicion of violence or sexual abuse by a staff member, the duty to report. This complaint procedure is thus closed.

## **4. Dealing with complaint**

- 4.1 The Complaints Coordinator is responsible for the substantive handling and registration of the complaint.
- 4.2 The Complaints Coordinator will confirm receipt of the complaint in writing to the parent.
- 4.3 The Complaints Officer keeps the complainant informed of the progress of the complaint.
- 4.4 Depending on the nature and content of the complaint, an investigation will be launched.
- 4.5 If the complaint concerns the behaviour of a staff member, this staff member will be given the opportunity to respond verbally or in writing.



- 4.6 The Complaints Coordinator monitors the procedure and the term of settlement. The complaint will be dealt with as soon as possible, unless there are circumstances impeding this. In that case, the Complaints Coordinator will inform the complainant as soon as possible. The complaint will in any case be dealt with within a period of six weeks.
- 4.7 The complainant will receive a written, reasoned opinion on the complaint, including concrete deadlines by which any measures will be realised.

## 5. External complaint processing

- 5.1 Should the internal complaints procedure fail to lead to a satisfactory solution or outcome, the parent/carer may apply to the *Klachtenloket Kinderopvang* (Complaints Desk for Childcare) or the *Geschillencommissie* (Disputes Committee).
- 5.2 The parent/carer may apply directly to the *Geschillencommissie* if the parent/carer cannot reasonably be expected to submit a complaint to Bink under the given circumstances.
- 5.3 Even if the complaint has not been settled within six weeks, the parent may submit the complaint to the *Geschillencommissie*.
- 5.4 The complaint should be submitted to the *Geschillencommissie* within twelve months of the complaint being submitted to Bink.