

Customer complaint procedure Bink

Introduction

Bink takes care of your child as well as possible. Nevertheless, you may not be satisfied about the service provided and you wish to make this known. As a customer of Bink you have the right to complain if you are of the opinion that our service does not meet your expectations.

Within the framework of the Childcare Act, Bink has drawn up a customer complaint procedure. This document describes how you can express your dissatisfaction.

Suggestion form

If you have any ideas, tips or comments, we would like to hear from you, as we see them as points of improvement. You can submit your point of improvement via [the suggestion form on our website](#).

Dissatisfaction / complaint

If you are dissatisfied with an employee or any situation or practice at Bink, please let us know this personally. Together, we can try to find a solution to resolve your dissatisfaction. If, however, you have a formal complaint, we request you to submit this in writing by way of a customer complaint form.

Bink applies the following definition of a complaint: a complaint is a written expression of dissatisfaction of a customer or customer group. A customer is a person or group of persons who purchases, wishes to or has purchased a service.

In this document we will go into more detail about the customer complaint procedure.

If internal complaint handling does not lead to a satisfactory solution, parents are free to ask for information, advice and mediation from *Klachtenloket Kinderopvang* (Complaint desk Childcare), based in The Hague, www.klachtenloket-kinderopvang.nl or to notify the *Geschillencommissie* (Conciliation service) of the dispute, www.degeschillencommissie.nl

Definitions

| | |
|---|---|
| Organisation: | Bink |
| Employee: | The employee, working at Bink |
| Location manager: | The person who manages the location where your child has been placed |
| Parent: | A natural person who uses, wants to use or has used the services of the childcare organisation, for the care of his or her children |
| Complainant: | The parent who files a complaint |
| Complaint: | Written expression of dissatisfaction about any matter relating to an employee or Bink |
| Person dealing with complaints: | The manager childcare, managing director or general manager who deals with the complaint |
| <i>Klachtenloket:</i> (Complaints service point childcare) | Institute for information, advice and mediation |
| <i>Geschillencommissie:</i> (Conciliation service) | <i>Geschillencommissie Kinderopvang en Peuterspeelzalen</i> (Conciliation service Daycare centres and Playgroups), for binding dispute resolution |
| In writing: | In writing also means 'electronic', unless the law dictates otherwise |

Short summary customer complaint procedure

1. You discuss your complaint with the pedagogical staff member or employee of the head office;
2. If your complaint is not satisfactorily resolved, you contact the location manager or the manager of the department;
3. If you are dissatisfied with the way the location manager or the manager of the department dealt with your complaint, you can file a formal complaint using the customer complaint form (*Klachtenformulier*) on the website of Bink. Subject to the nature of the complaint, your complaint will be dealt with by the manager childcare, the managing director or the general manager.
4. If you remain dissatisfied with the way your complaint was dealt with, you can file an official complaint with *Klachtenloket* or the *Geschillencommissie*.

NB! In some cases it is of importance to file the complaint directly with the *Geschillencommissie*. The regulations of the *Geschillencommissie* are available [here](#).

1. Preliminary phase complaint

If a parent has a complaint, we will be happy to hear this, as every complaint is an opportunity to do something even better. The first contact for the parent is the staff member at the group or the employee of the head office (the employee of the customer contact department or of the receivable accounts records, for instance). If reporting of and discussing a complaint with the employee does not lead to a solution, the employee will refer the parent to the location manager or supervisor of the department. Our aim is, however, to have solved the problem before this phase.

If discussing the complaint at the location or department has not resulted in a satisfactory solution, an official complaint can be made by using the complaint form (*klachtenformulier*) on the website.

2. Filing complaint

If the complaint has not been dealt with satisfactorily in the preliminary phase, the parent can submit a written complaint using the complaint form on the website. From this moment, it will be an official complaint. It is to be submitted within two months after the cause of the complaint. You have to mention in any case:

- the date on which the cause of your complaint arose;
- your contact details;
- a description of your complaint.

Should the complaint be related to suspected child abuse, the reporting code domestic violence and child abuse will come into force. This complaint is thus closed and the manager childcare must be informed.

3. Dealing with complaint

- a. After receipt of the complaint, the secretariat will send the complainant a confirmation of receipt within five workdays.
- b. The secretariat registers the complaint and forwards this to the person dealing with complaints. Depending on the nature of the complaint, this will be the manager childcare or the managing director. In case the complaint concerns the location manager or the managing director themselves, this will be the general manager.
- c. Depending on the nature and content of the complaint, an investigation will be started. The person dealing with the complaint will keep the complainant informed of the progress of the handling of the complaint.
The complaint will be dealt with as soon as possible, unless there are circumstances hindering this. If this is the case, the person dealing with the complaint will inform the complainant as soon as possible.
- d. If the complaint relates to conduct by an employee, this employee will be given the opportunity to respond orally or in writing. The secretariat monitors the procedure and handling period. The complainant will receive a written reasoned opinion on the complaint, including concrete deadlines for any action that will be realised.
- e. The complaint will be dealt with within a period of six weeks in any case.

4. External complaint handling

If internal complete handling does not lead to a satisfactory solution our outcome, the parent has the possibility to appeal to *Klachtenloket Kinderopvang* or the [*Geschillencommissie*](#).

The parent can turn directly to the *Geschillencommissie* if, under the circumstances, the parent cannot reasonably be required to submit a complaint to the holder.

Even if the complaint has not led to handling within six weeks, the complaint can be submitted to the *Geschillencommissie*.

The complaint is to be brought before the *Geschillencommissie* within 12 months after filing it with Bink.