

COMPLAINTS PROCEDURE GP SURGERY HARTEL

If you have a complaint or concern about the service you have received from any of the staff working in this practice, please let us know. We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If by any chance your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know as soon as possible, ideally on the day. This is because the sooner we know about a problem, the easier it will be for us to establish what happened.

You can inform us about your complaint by filling out our complaints form (see below). Please hand in your complaints form with one of our assistants or send it to us by e-mail at info@huisartsenpraktijkhartel.nl. We will acknowledge the receipt of your complaint within two working days and aim to have looked into your complaint within two weeks.

We hope that, if you have a problem, you will use our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice.

If for any reason you feel that the practice complaints procedure has not resolved your problem, then another step to take is to discuss your complaint with an independent and impartial complaints functionary of the Stichting Klachten en Geschillen Eerstelijnszorg (SKGE). This functionary will help you find a solution to your problem or complaint. He or she will not choose side and will not pass judgment. Anything you tell the functionary will remain confidential.

In order to file your complaint you just fill out the [form](#) on the SKGE website (www.skge.nl/klacht-indienen/huisartsenzorg/klachten/indienen-klacht - Dutch only). It is also possible to contact the complaints functionary by telephone, on number (088) 022 91 90.

Should this procedure not resolve your complaint, you can then turn to the Geschillencommissie Huisartsenzorg (conciliation committee GP care). This independent committee consists of a chairman, who is a lawyer, plus members representing the patients and members representing the GP's. The committee is assisted by an official secretary (also a lawyer). The judgment of this committee is binding.

More information can be found on the SKGE [website](http://www.skge.nl) (www.skge.nl).



Huisartsenpraktijk
Hartel

Complaint form GP surgery Hartel

- please fill in completely -

Personal data *(of complainant)*

name _____ M / F

address _____

postal code & place of residence _____

phone number _____

e-mail address _____

Patient data *(if other than the complainant)*

name _____ M / F

data of birth _____

relation between complainant & patient _____



Huisartsenpraktijk
Hartel

Nature of the complaint

date of incident

time

My complaint concerns the following *(multiple options possible):*

- ☐ medical treatment by a member of our staff
- ☐ treatment by a member of our staff
- ☐ organisation of the surgery
- ☐ administrative of financial handling
- ☐ other

Description of the complaint

You can submit the complaint form with one of our assistants, or send it to us by email at info@huisartsenpraktijkhartel.nl. We will then contact you by phone or in writing.

GP surgery Hartel is a member of
Stichting Klachten en Geschillen Eerstelijnszorg (SKGE)

initials assistant for receipt: _____

date : _____