

## Complaints procedure Atalenta Childcare

As Atalenta Childcare, we do everything possible to provide good quality childcare on a daily basis. Nevertheless, something can go wrong once in a while. We think it is important that you can come to us if you are not satisfied. That is why we have drawn up this internal complaints procedure. In the complaints regulation, we describe our procedure for handling and registering complaints from parents<sup>1</sup>. The regulation meets the requirements of the Law Childcare: [Wet Kinderopvang, artikelen 1.57b en 1.57c](#).

### Before you file an internal complaint

If, as a parent, you are dissatisfied with something, we would like you to discuss it as soon as possible with the person who is or was involved. This could be, for example, a pedagogical professional or a location director of the location if it concerns a situation in the group. Or possibly an employee of the service office, if it concerns your contract. Can't you work it out together or are you not satisfied with the solution? Then you can fill in an internal complaint form with us.

You can also file an internal complaint directly. For example, because you think it is important that your complaint is carefully assessed and registered. You will then receive a written response from us. We record all complaints received in writing anonymously in our annual complaints report. We bring the complaints report to the attention of parents and discuss it with our parents' committee. We also send it to the GGD supervisor. We are obliged to do this under the Childcare Law.

### What can you file an internal complaint about?

You can complain to Atalenta Childcare about:

- A conduct of the holder, of a location director, of an employee, of someone working on behalf of the organisation, towards parent or child;
- A working method or rule within the childcare organisation;
- The agreement between the holder, location director and parents.

If your complaint is about suspected child abuse or transgressive behaviour, we will first check the Meldcode kindermishandeling kinderopvang. It may happen that the necessary steps from the reporting code have been completed and you still have a complaint about a conduct, working method and/or the agreement. In that case, you can still submit an internal complaint via this complaints procedure.

### Where and when can you complain externally?

Are you not satisfied with the handling of your complaint according to our internal complaints procedure and/or with the outcome afterwards? Then you can also file your complaint externally. To do so, please contact the [Complaints Desk Childcare](#) (Klachtenloket Kinderopvang in Dutch). The Complaints Desk is available for free information, advice and mediation.

You can also go to the [Dispute Commission Childcare](#) (Geschillencommissie Kinderopvang in Dutch). All childcare organisations, including Atalenta Childcare, are legally obliged to join the Dispute

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<sup>1</sup> Where it says parents, parent or guardian(s) can also be read.

Commission. When you submit a dispute to the Dispute Commission, it is a binding decision for both parties.

In the following situations, you can submit your complaint directly to the Disputes Committee without first having gone through Atalenta Childcare's internal complaints procedure:

- If you have not received a timely (within 6 weeks) review of your complaint from our organisation.
- When you cannot reasonably be required to submit a complaint to Atalenta Childcare under the given circumstances. You can think of a situation where the person who has to assess your complaint is himself part of your complaint. As a result, internal complaint handling cannot take place independently.

Even if you go directly to the Disputes Commission, we advise you to contact the Childcare Complaints Desk in advance to find out which route is best to follow in your situation.

## **Complaints procedure Atalenta Childcare**

### **1. Definitions**

Organisation:	Atalenta Childcare.
Complaint:	Formal, written expression of dissatisfaction that has not been or cannot be remedied through informal consultation.
Parent:	The relative by blood or marriage in the ascending line or foster parent of a child who uses or has used childcare at Atalenta.
Parents' committee:	The committee referred to in <a href="#">article 1.58</a> of the Childcare Law.
Holder:	The person to whom the company, as referred to in the <a href="#">Trade Register Law 2007</a> , belongs to and who operates a children's center with that undertaking.
Complainant:	The parent or parents' committee filling in a complaint.
Staff member:	The holder (a natural person), persons employed by the holder or location director, or persons working through the intervention of the holder or location director (e.g. a sports teacher, workshop supervisor, etc.).
Quality department:	The department to whom complaints are received, which monitors the procedure and handles complaints on behalf of the holder.
Location director:	The person in charge of the location where the child is placed and/or the person about whom the complaint is made.

**Complaints Desk Childcare:** Part of the Childcare Dispute Commission where parents, parent committees and childcare organisations can go for information, advice and mediation.

**Dispute Commission Childcare:** A dispute resolution committee recognised by the Ministry of Security and Justice. Its rulings are binding.

**In writing:** A letter by post or electronically such as an e-mail or digitally completed form on a website.

**Agreement:**  
The contract and associated (additional) general terms and conditions.

## **2. Filling in an internal complaint**

### **2.1 You can complain to us about:**

- a conduct of the holder, of a location director, of a staff member, of someone working on behalf of the organisation, towards parent or child;
- a working method or rule within the childcare organisation;
- the agreement between the holder, location director and parents.

**2.2 We ask you to submit your complaint to us in writing. Do you find it difficult to write down your complaint? If so, please contact the location director by telephone; the telephone number can be found on the website of the relevant location. Or through the Quality Department via the organisation's general number: 040-340-0214. The person can help you put your complaint on paper. This is necessary to formally deal with your complaint. This allows us to properly register the complaints we receive, look for solutions and improve our quality.**

**2.3 Do not wait too long to file your complaint. We ask you to submit your complaint to us within a reasonable time after it arises. The sooner you submit your complaint to us, the better we can investigate and assess it. In this regard, we consider two months to be reasonable. Or if you can explain to us why you are doing so later.**

### **2.4 Your complaint must contain the following information:**

- Date on which you submit the complaint
- Your name, address and telephone number
- The name of the staff member, if your complaint is about conduct of this staff member
- The childcare location and possibly also the group about which your complaint concerns
- A description of the complaint

**2.5 You can submit your complaint to Quality Department. The department can be reached by e-mail: [kwaliteit@Atalenta.nl](mailto:kwaliteit@Atalenta.nl).**

### **3. Handling of the internal complaint**

3.1 The Quality Department confirms in writing the receipt of the complaint to the complainant. That person also takes care of the substantive handling and registration of the complaint.

3.2 Atalenta Childcare ensures that the complaint is always carefully investigated. The way this is done depends on the type and content of the complaint. Steps that can be taken include hearing those involved (hearing both sides of the argument). Or mapping out the applicable policy and the implementation of that policy in practice in relation to the complaint.

3.3 Atalenta Childcare will keep the complainant informed of the progress of the handling of the complaint.

3.4 If the complaint is about an employee's conduct, that employee will be given the opportunity to respond verbally or in writing.

3.5 Quality Department monitors how the complaint is handled and the time it takes. The person ensures that the complaint is dealt with as soon as possible. If there are circumstances that prevent this, the complaints officer will inform the complainant as soon as possible. In any case, the complaint will be dealt with within a period of six weeks.

3.6 The complainant receives from Atalenta Childcare a written reasoned opinion on the complaint. This describes at least the following:

- Whether the complaint is founded, unfounded or partially founded;
- The reasons why Atalenta Childcare has come to this judgement;
- If the complaint and the judgment give cause to do so: which actions Atalenta Childcare will take and within which period they will be implemented.

3.7 If you are not satisfied with the assessment and/or handling of the internal complaint, you can submit your complaint to the Childcare Complaints Desk. You can also submit a dispute directly to the Dispute Commission Childcare (Geschillencommissie Kinderopvang in Dutch).

### **4. External complaint handling**

4.1 If your complaint is still not assessed or dealt with to your satisfaction after being dealt with according to our internal complaints procedure, you can file a dispute with the Dispute Commission Childcare. In the following two situations, you can also submit your complaint directly to the Dispute Commission without first having gone through Atalenta Childcare's internal complaints procedure:

- If you have not received a review of your complaint from Atalenta Childcare on time (within 6 weeks).
- When you cannot reasonably be required to submit a complaint to Atalenta Childcare under the given circumstances. This is the case, for example, when our internal complaint handling cannot take place independently.

Before going to the Dispute Commission, you can always contact the [Complaints Desk Childcare](#) (Klachtenloket Kinderopvang in Dutch) for free information, advice and mediation.

4.2 You must submit your complaint to the Dispute Commission within 12 months of submitting the complaint to Atalenta Childcare.

4.3 The Dispute Commission makes a binding decision that you and Atalenta Childcare must comply with. The Dispute Commission also checks this.

## **5. Complaint report**

5.1 Atalenta Childcare makes a complaints report for each calendar year.

This report contains at least the following:

- A brief description of the complaints procedure;
- The way in which the complaints procedure has been brought to the attention of parents;
- The number and type of the complaints handled per location;
- The scope of the judgments and the type of the measures taken per location;
- The number and type of disputes handled by the Childcare Dispute Commission.

5.2 In the report, judgements on complaints cannot be traced back to complainants, parents, employees or other persons, except when it concerns the holder (a natural person) himself. Its address is not included in the report.

5.3 Atalenta Childcare sends the complaints report to the GGD supervisor. This is done before 1 June of the calendar year following the calendar year to which the report relates.

5.4 Atalenta Childcare brings the complaints report to the parents' attention at the same time and in an appropriate manner. In addition, the location director discusses the report with the parents' committee.