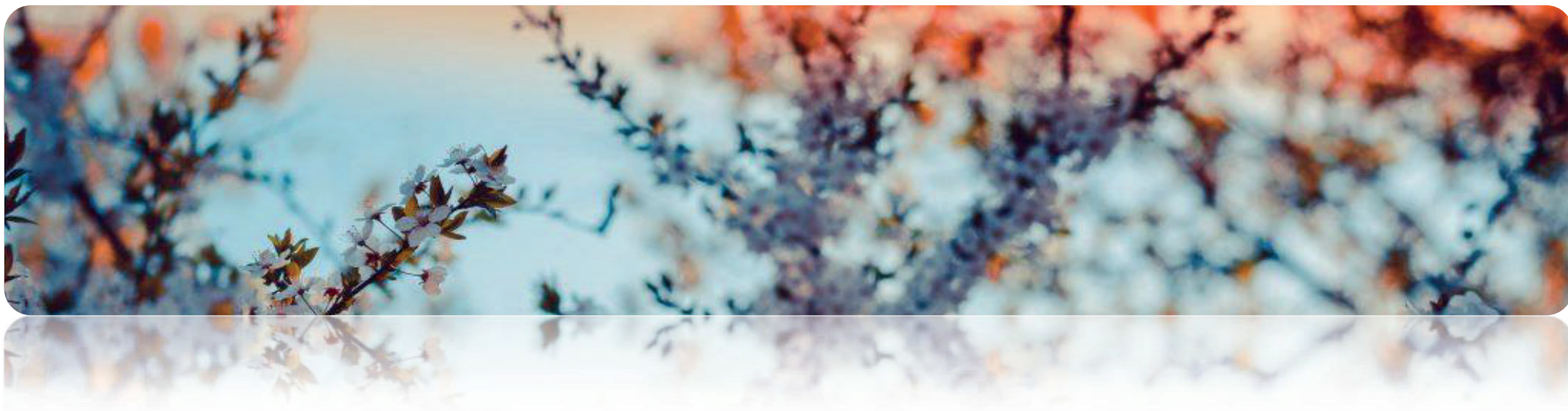




Amsterdam Abortion Clinic Foundation complaints procedure

Contact

Healthcare complaints desk

Phone: 070-310 53 92

Website: <https://www.degeschillencommissiezorg.nl/klachtenloket-zorg/>

E-mail: info@klachtenloket-zorg.nl

The Amsterdam Abortion Clinic Foundation (abbreviated in Dutch as SAA) makes every possible effort to provide the best possible service. It is always possible that something can go wrong, despite this commitment. You can file a complaint if you are not satisfied with the assistance provided or the manner in which you are treated.

Interview with the person involved

We would appreciate it if you first talk to the doctor who treated you if you are not satisfied with your experience with SAA.

If the talk does not lead to a solution that you find acceptable, then you can file an official complaint.

Filing a complaint with the Care Complaints Office

You can file an official complaint with a complaints officer at the Care Complaints Office. This is an independent body of which SAA is a member.

One can only file a complaint in writing by email. If it is clear what your complaint is, the officer and you will start working on looking for a solution.

If you indicate that you want mediation, then a mediation interview will follow within three weeks. The complaints officer will act as mediator.

The aim of the mediation is to repair the relationship between you and your doctor. Mediation will have successfully achieved its aim if both parties agree.

Assistance by the complaints officer, the complaints mediation and dealing with the complaint is free of charge for you.

For more information, see: www.degeschillencommissiezorg.nl/klachtenloket-zorg

Your complaint will always be dealt with confidentially.

Disputes procedure

Can you and the complaints office not find a solution? Then there is the possibility of continuing your complaints procedure.

From that moment, your complaint will be referred to as a dispute.

A dispute is dealt with by a dispute committee if you submit it in writing and if it states the following:

- Complainant's name (your name)
- If you are filing a dispute on behalf of a complainant, your relationship with this person.
- Whether you, the complainant, have been in contact with a complaints officer and a short description of the result of such contact.
- Who is concerned in the dispute.
- With what treatment, behaviour or conduct you are dissatisfied.

If necessary, the complaints office will assist you in filing the dispute in writing. This will not entail any costs for you.

The dispute committee examines the cause of the dispute.

After the examination, the dispute committee will make a pronouncement as to whether your dispute is founded and will issue a binding opinion.

The procedure from filing the dispute to making the pronouncement will take a maximum of 6 months.

- The people sitting on the dispute committee are a judge and secretary, a patients' representative and a doctor on behalf of the doctors' organisations.
- The members of the dispute committee and the complaints officer have an obligation of confidentiality.
- The procedure is free of charge. However, the costs for the duty to record the case, which will not exceed EUR 50.00, will be charged.
- Any costs for any assistance that you may engage in dealing with your dispute are at your own expense.
- The disputes committee can allocate compensation for damages.
- For more information, see www.degeschillencommissie.nl/english/