



A complaint?

Lets solve that together

This leaflet informs you about what can be done, when you are dissatisfied.
This leaflet is for clients, family, or close relatives of a client.

Where to go?

Preferably you tell your complaint(or compliment) directly to the person whom it concerns. If you do not want to do that, or you don't know who the right person is, Arkin offers you several other opportunities to submit your complaint. This leaflet will tell you how to. Hopefully we can solve misunderstandings together. We may be able to make improvements or correct errors. Please let us know what bothers you.

General complaints

Arkin offers an online form to report your complaint. Please use the link **klachtenformulier** on our website/klachtenbehandeling. The **klachtenfunctionaris** will receive your complaint. The **klachtenfunctionaris** is a neutral and independent person within Arkin, who is specialized in handling all complaints. The **klachtenfunctionaris** makes sure that your complaint is handled in the best way and will contact the person responsible. The **klachtenfunctionaris** takes care of the entire procedure. Maybe mediation is the best way to solve your complaint, the **klachtenfunctionaris** offers this mediation. This way you get in touch with the right people quickly and informal. Still it is possible that you are not satisfied. Then, the **klachtenfunctionaris** will advise you on the next possible steps. Submitting a complaint is usually done personally by the client. But family or close relatives can also make a complaint about how the client is treated or when they feel unfairly treated themselves. When the complaint is about the treatment of the client, the client must agree with submitting the complaint. Please use the the link **klachtenformulier** on our website/ klachtenbehandeling.

You can also call the klachtenfunctionaris. You can reach the klachtenfunctionaris at **088 505 1205** on Monday, Tuesday, Thursday, and Friday between 10:00 am and 16:00 pm. The klachtenfunctionaris shall listen to your complaint, shall be discreet, impartial and independent. If you prefer email, send an mail to klachtenfunctionaris@arkin.nl

Complaints about your invoice of Arkin

Complaints about your invoice can be submitted via klachtenfacturatie@arkin.nl. Or phone **020 590 5729** from Tuesday to Friday from 14:00 pm to 16:00 pm. On other working time hours you can call the general number of Arkin **020 590 5000**, tell you have got a complaint about your invoice and request to be phoned back by Klachtenfacturatie.

Complaints about involuntary care (Wvggz)

If you receive involuntary care, your therapist may make decisions that severely restrict your rights. Involuntary care is either admission by a crisis measure or compulsory care with authorisation by a judge. **Involuntary care requires a special complaints procedure.** You submit the complaint to the **Regionale Klachtencommissie Amsterdam** (Regional Complaints Committee Amsterdam). Here for a PVP-er (patientenvertrouwenspersoon=patient counsellor) can assist you. You can also chose any other person you trust, such as family, a friend or the family counsellor to assist you. You can reach the PVP via helpdesk@pvp.nl or **0900 44 88 88**. Please indicate at which location you receive the involuntary care.

You'll find more information in the special leaflet [klachtenfolder verplichte ggz](#). The leaflet is also on the Arkin website.

Complaints when you are a relative

Family counsellor (Familiievertrouwenspersoon) can support relatives of clients

- who receive compulsory care with a care authorisation or crisis measure
- for whom a care authorisation or crisis measure is being prepared
- who are admitted on a voluntary basis to a department where compulsory care is also given

The family counsellor offers these relatives:

- Information
- Advice
- Support
- Mediation
- Assistance with a complaints procedure

You can reach the family counsellor via o.khaiboulov@sfvp.nl or **06 1105 3178**.

More information about what the family counsellor is available on the website www.lsfvp.nl or you can call their helpdesk **0900 33 32 222**.

Other important contact details

Client Council

General client advocacy

clientenraad@arkin.nl

020 590 44 54

Monday to Thursday 10.00 - 16.00

www.clientenraadarkin.nl

Close relatives council

In the interests of family and close relatives of clients

naastbetrokkenraad@arkin.nl

020 590 40 95

Thursday from 13.00 - 16.00

www.arkin.nl/naasten

Dispute resolution mental healthcare

If your complaint has not been dealt with satisfactorily, you can submit the complaint to the Disputes Committee.

Postbus 90600

2509 LP Den Haag

www.degeschillencommissiezorg.nl

For the full **complaints procedure**

see www.arkin.nl

