

A woman with dark hair and tattoos on her arms is shown from the chest up, holding a blue telephone receiver to her ear. She has a thoughtful expression. The background is a blurred office setting.

# Share your feelings That's better for all of us

Information about the complaints  
procedure

**ggz  
ingeest**  
samen  
op eigen  
wijze

# Are you dissatisfied or have a complaint? We can solve it together

Wherever people work, things can go less well from time to time. Dissatisfaction only gets worse if you bottle it up. So if you are unhappy about something or feel your interests have been harmed or think we need to do something better, be sure to tell us. Together we can look to see how we can improve our care.

## **Dissatisfied? Speak to each other first!**

A good conversation is often the quickest and easiest way to remove your dissatisfaction. It clears the air and gives your health worker a chance to sort out your issues or remove misunderstandings. But if you are still not entirely satisfied after your conversation or prefer not to raise your issue with the health worker, discuss your complaint with the manager of the department where you – or your family member – is being treated. That way, you can look for a solution together.

## **Submitting a complaint**

If you don't want to talk with the staff member involved or your dissatisfaction cannot be removed, you can submit a complaint. This can be done in various ways: by telephone, letter, email or via the form at the back of this brochure. One of the complaints officers will contact you to hear your complaint in more detail.

## **Complaints handling**

The complaints officer will look for a solution and can act as mediator. The complaint will be dealt with within 6 weeks of being submitted in writing. Sometimes this period can be extended by 4 weeks. You will then receive our final opinion in writing. If you are not satisfied with our final opinion, you can put your complaint to another authority, such as the Disputes Committee, the Disciplinary Board or the Health and Youth Care Inspectorate. The complaints officer can provide you with more information about this.

## **BOPZ and Wvggz complaints**

On 1 January 2020 the Wvggz [Compulsory Mental Health Care Act] was introduced to replace the BOPZ [Dutch Act on Compulsory Admission to Psychiatric Hospitals]. If you already receive compulsory care from GGZ inGeest, nothing will change for you for the time being. Your current compulsory treatment order will remain in force in 2020 and will continue to fall under the BOPZ. If your compulsory treatment order expires and needs to be extended, you will be confronted with the new law. The person treating you will provide you with more information about this in person.

The complaints handling rules differ for patients falling under a BOPZ measure (court order or detention) or a Wvggz measure (compulsory treatment order or crisis measure). These complaints are dealt with by the complaints committee of GGZ Amsterdam e.o.

BOPZ complaints can be submitted to the complaints committee of GGZ Amsterdam e.o until five years after the Wvggz entered into force. These will be dealt with according to the complaints rules applicable at the time of the BOPZ dated 1 July 2017. Wvggz complaints can be submitted until five years after the compulsory treatment order was issued.

# Support

**You may find it difficult to put your complaint into words or tell us what you think or feel. If you need support or want more information about submitting a complaint, independent experts will be happy to help. Their support is free of charge.**

## Complaints officers

The complaints officer advises on the rights and obligations of GGZ inGeest patients, as well as on the various complaints options and procedures. In addition, the complaints officer plays a role in sorting out your problem. The complaints officer does not have access to your file. If your file needs to be consulted, your consent will be requested first.

The complaints officers can be reached on the following telephone numbers:

T 06 1226 6245

T 06 2207 5934

If you leave a message, we will get back to you within 3 working days.

E [klachten.functionaris@ggzingeest.nl](mailto:klachten.functionaris@ggzingeest.nl)

Klachtenfunctionaris

p/a Bestuurssecretariaat GGZ inGeest, 4e etage

Postbus 74077

1070 BB Amsterdam

## Confidential patient counsellors

If you have questions or complaints about a BOPZ measure (court order or detention) or Wvvggz measure (compulsory treatment order or crisis measure), you can obtain support from a confidential patient counsellor (PVP). PVPs are available at various locations. They are on the patient's side and know exactly what the patient's rights and obligations are. They provide advice and assistance, such as by helping you put your complaint into words or providing support during a complaints hearing.

*Locations: Bennebroek, Haarlem and Hoofddorp*

Paulien Bunt

T 06 3050 9625

E [p.bunt@pvp.nl](mailto:p.bunt@pvp.nl)

*Locations: Amsterdam (all locations) and Amstelveen*

Jeroen Boersma

T 06 1504 5182

E [j.boersma@pvp.nl](mailto:j.boersma@pvp.nl)

Ambulatory patients can contact the Help Desk at "landelijke stichting PVP".

T 0900 444 8888

E [helpdesk@pvp.nl](mailto:helpdesk@pvp.nl).

## Complaints Committee GGZ Amsterdam e.o.

Klachtencommissie, ambtelijk secretaris

Postbus 74077

1070 BB Amsterdam

T (020) 788 5140

E [klachtencie@ggzingeest.nl](mailto:klachtencie@ggzingeest.nl)

## Confidential family counsellor

Caring for somebody with a psychiatric problem as a family member or friend can be a great burden and inevitably raises many questions – such as about the way help is provided, how to deal with specific issues or the nature of the psychiatric condition. The confidential family counsellor can help you get in touch with the health worker, the attending doctor or the institution and act as mediator in the event of complaints. They will work with you to find a solution if you are not satisfied with the health worker or organization.

The confidential family counsellor will not give the patient or health worker any information without your consent. The confidential family counsellor is a member of the LSFVP (National Foundation for Confidential Family Counsellors)

## Advice and Help Line

T 0900 333 2222

On working days between 9 am and 5 pm.

## Family Complaints Committee

Family members or friends who are unhappy about something can submit a complaint to the independent Family Complaints Committee.

Klachtencommissie familie

Postbus 74077

1070 BB Amsterdam

T (020) 788 5615

E [klachtenciefamilie@ggzingeest.nl](mailto:klachtenciefamilie@ggzingeest.nl)



Everybody is unique. So we need to support recovery to the individual's needs. With this in mind, GGZ inGeest offers specialist psychiatric care to young people, adults and the elderly. Care with an eye for the individuals situation and the immediate environment. Care that is tailored to the mind and body and is supported by the latest scientific insights.

GGZ inGeest, connecting science to recovery

GGZ inGeest  
Postbus 74077  
1070 BB Amsterdam  
[www.ggzingeest.nl](http://www.ggzingeest.nl)  
March 2020

Photography: DigiDaan

