



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

Information about the complaints
procedure

**GGZ
inGeest**

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 mediate in your complaint. The complaint will be received after written submission handled for 6 weeks. Sometimes this can be extended by 4 weeks. If the complaint has been resolved through mediation in the informal process, you will receive a written closing message from the complaints officer. 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 Wvvggz complaints

As of 1 January, the BOPZ Act has been replaced by the Compulsory Mental Healthcare Act.

For patients with a BOPZ measure or a Wvvggz measure, different rules apply for handling a complaint on the basis of the BOPz/Wvvggz Act. These complaints are dealt with by the complaints committee of GGZ Amsterdam e.o.

Complaints about decisions as described in Section 41 of the BOPZ Act can be submitted up to five years after the Wvvggz comes into effect.

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

Klachtenfunctionaris

Postbus 74077

1070 BB Amsterdam

Confidential patient counsellors

If you have questions or complaints about a Wvggz 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: Haarlem and Hoofddorp

Paulien Bunt

T 06 3050 9625

E p.bunt@pvp.nl

Locations: Amsterdam, De nieuwe Valerius

Simone van Eekhout

T 06 8224 7552

E s.van.eekhout@pvp.nl

Locations: Amsterdam [other locations] and Amstelveen

Jeroen Boersma

T 06 1504 5182

E j.boersma@pvp.nl

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

T 0900 444 8888

E 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

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 in the context of compulsory care. 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)

Kathelijne Groffen

T 06 1126 1938

E k.groffen@familievertrouwenspersonen.nl

Advice and Help Line

T 0900 333 2222

On working days between 9 am and 5 pm.

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
Postbus 74077
1070 BB Amsterdam
www.ggzingeest.nl
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