



Internal Complaints Procedure

As De Kleine Wereld, we do everything to offer good quality childcare on a daily basis. However, sometimes something can go wrong. We think it is important that you can contact us if you are dissatisfied. That is why we have drawn up this internal complaints procedure.

In the complaints procedure we describe our working method in handling and registering complaints from parents. The scheme meets the requirements of the Childcare Act, Articles 1.57b and 1.57c.

Before submitting an internal complaint

If you as a parent are dissatisfied with something, we would like you to discuss this as soon as possible with the person who is or was involved. This can be, for example, a pedagogical employee or location manager if it concerns a situation in the group. Or an administrative employee, possibly from the Service Bureau, when it comes to your agreement. If you can't find a solution together or if you are not satisfied with the solution you can submit an internal complaint to us.

You can also directly submit an internal complaint. 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 include all complaints that come to us 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 supervisor of the GGD. We are obliged to do this according to the Childcare Act.

In this complaints procedure you can read more about how you can submit an internal complaint to us, how we will handle it and where you can go for external handling of your complaint.

What subjects can you submit an internal complaint about?

You can submit a complaint to De Kleine Wereld about:

- behavior of the holder, of an employee, or of someone who works on behalf of the holder, towards a parent or child;
- a working method or rule within the childcare organisation;
- the agreement between the holder and the parent(s).

If your complaint concerns a suspicion of child abuse or transgressive behaviour, we will first use the Child Abuse Reporting Code for childcare. It is possible that the necessary steps from the reporting code have been completed and you still have a complaint about behaviour, working methods and/or the agreement. In that case, you can still submit an internal complaint via this complaints procedure.

Where and when can you submit your complaint externally?

Are you not satisfied with the handling of your complaint in accordance with our internal complaints procedure and/or with the result afterwards? Then you can also submit your complaint externally. Please contact [Klachtenloket Kinderopvang](#) for this. Het Klachtenloket is available for free information, advice and mediation.

You can also go to [Geschillencommissie Kinderopvang](#). All childcare organizations are legally obliged to join the Geschillencommissie, including De Kleine Wereld. When you submit a dispute to the Geschillencommissie, it makes a binding decision for both parties.



In the following situations you can submit your complaint directly to the Geschillencommissie, without first going through De Kleine Wereld's internal complaints procedure:

- If you have not received an assessment of your complaint from De Kleine Wereld in time (within 6 weeks).
- When you cannot reasonably be expected to submit a complaint to De Kleine Wereld under the given circumstances. You can think of a situation in which the person who has to assess your complaint is part of your complaint. As a result, the internal complaint handling cannot take place independently.

Even if you go directly to the Geschillencommissie, we advise you to contact Klachtenloket in advance to see which route is best to follow in your situation.



Internal Complaints Procedure De Kleine Wereld

1. Definitions

Organization:	De Kleine Wereld
Complaint:	Formal, written expression of dissatisfaction that has not been or cannot be resolved through informal consultation.
Parent:	The legal representative of a child who uses or has used childcare at De Kleine Wereld.
Parent Committee:	The committee, as referred to in Article 1.58 of the Childcare Act.
Holder:	The person to whom the company, as referred to in the Commercial register law 2007 , and who operates a childcare center or a childminder agency with that company.
Complainant:	The parent or parent committee that submits a complaint.
Employee:	The holder (a natural person), persons who work in the service of the holder, or persons who work through the intervention of the holder (e.g. temporary workers, the sports teacher, etc.).
Complaints Coordinator:	The employee who receives the complaints, who monitors the procedure and who handles the complaints on behalf of the holder.
Location Manager:	The person in charge of the location where the child is placed and/or the person about whom the complaint is made.
Klachtenloket Kinderopvang:	Part of the Geschillencommissie Kinderopvang where parents, parent committees and childcare organizations can go for information, advice and mediation.
Geschillencommissie:	A dispute handling committee recognized by the Ministry of Security and Justice. The decisions are binding.
Written:	A letter sent by post or electronically such as an email or digitally completed form on a website.
Agreement:	The contract and the associated (additional) general terms and conditions.



2. Submitting an internal complaint

2.1 You can submit a complaint to De Kleine Wereld about:

- behavior of the holder, of an employee, or of someone who works on behalf of the holder, towards a parent or child;
- a working method or rule within the childcare organisation;
- the agreement between the holder and the parent(s).

2.2 We ask that you submit your complaint to us in writing. This allows us to properly register the complaints received, look for solutions and improve our quality.

2.3 Do not wait too long to submit your complaint. We ask you to submit it to us within a reasonable period of time after your complaint has arisen. The sooner you submit your complaint to us, the better we can investigate and assess it. We see two months as reasonable here. Unless you can explain to us why you are doing this 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 employee, if your complaint concerns the behavior of this employee;
- The childcare establishment and possibly also the group to which your complaint relates;
- A description of the complaint.

2.5 You can submit your complaint to the complaints Coördinator and Management of De Kleine Wereld, they can be reached by e-mail: mail to: klachtenfunctionaris@dekleinewereld.nl and directie@dekleinewereld.nl.

3. Handling the internal complaint

3.1 The complaints Coördinator will confirm receipt of the complaint to the complainant in writing. He/she also takes care of the substantive handling and registration of the complaint.

3.2 De Kleine Wereld ensures that the complaint is always carefully investigated. The way in which this is done depends on the nature and content of the complaint. Steps that can be taken include, for example, the hearing of those involved (the hearing of both sides). Or mapping out the applicable policy and the implementation of that policy in practice in relation to the complaint.

3.3 De Kleine Wereld will keep the complainant informed in writing every 10 working days of the progress of the handling of the complaint.

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



3.5 The complaints Coördinator monitors the way in which the complaint is handled and the time it takes. He/She ensures that the complaint is handled as quickly as possible. If there are circumstances that prevent this, the Complaints Coördinator will inform the complainant as soon as possible. The complaint will in any case be dealt with within a period of six weeks.

3.6 The complainant will receive a written and reasoned judgement about the complaint from De Kleine Wereld.

This describes at least the following:

- Whether the complaint is justified, unfounded or partly justified;
- The reasons why De Kleine Wereld has come to this conclusion;
- If the complaint and the judgment give cause to do so: what measures De Kleine Wereld will take and within what period they will be implemented.

3.7 If you are not satisfied with the judgment and/or the handling of the internal complaint, you can submit your complaint to [Klachtenloket Kinderopvang](#). You can also submit a dispute directly to the [Geschillencommissie Kinderopvang](#).

4. External complaints handling

4.1 If your complaint is not assessed or settles to your satisfaction after handling according to our internal complaints procedure, you can submit a dispute to [Geschillencommissie Kinderopvang](#). In the following two situations, you can also submit your complaint directly to the Geschillencommissie, without first going through De Kleine Wereld's internal complaints procedure:

- If you have not received an assessment of your complaint from De Kleine Wereld in time (within 6 weeks).
- When you cannot reasonably be expected to submit a complaint to De Kleine Wereld under the given circumstances. This is the case, for example, when our internal complaint handling cannot take place independently.

Before you go to the Geschillencommissie, you can always contact the [Klachtenloket Kinderopvang](#) for free information, advice and mediation.

4.2 You must submit your complaint to the Geschillencommissie within 12 months after you have submitted the complaint to De Kleine Wereld..

4.3 The Geschillencommissie makes a binding decision that you and De Kleine Wereld must adhere to. The Geschillencommissie also checks this.

5. Assistance

5.1 The complainant may be assisted or represented by a person to be designated by him or her.



6. Confidentiality

6.1 Everyone is bound to secrecy with regard to all the parties concerning data and information that had been made known to him or her. This applies to data of which he or she knows or van reasonably suspect the confidential nature.

7. Complaint report

7.1 De Kleine Wereld makes a complaint report for each calendar year in the first 5 months of the following calendar year. This report describes at least the following matters:

- 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 nature of the complaints handled per location;
- The tenor of the judgments and the nature of the measures taken per location/complaint;
- The number and nature of the disputes handled by the Geschillencommissie

7.2 In the report, the judgments about the complaints cannot be traced back to complainants, parents, employees or other persons, except when it concerns the holder (a natural person) himself. The address of the holder is not included in the report.

7.3 De Kleine Wereld sends the complaint report to the supervisor of the GGD. This takes place before 1 June of the calendar year following the calendar year to which the report relates.

7.4 De Kleine Wereld also brings the complaint report to the attention of the parents at the same time and in an appropriate manner. In addition, the holder discusses the report with the parent committee.