

DC|Groep complaints procedure

DC|Groep does its utmost to ensure that your examination proceeds optimally and that you are provided with the best possible information. We want you to be satisfied with our care and services. However, it is possible for things to go wrong or not to meet your expectations. This could result in a complaint. It is in your and our best interest you give you complain as soon as possible. As soon as we received your complaint, we can look for solutions and improve things concerning your complaint. We will always take your complaint seriously and act accordingly.

Our complaints procedures describes how we deal with complaint. This procedure complies with the requirements of the Clients' Right of Complaint (Care Sector) Act. The procedure is available from the management of every DC|branche and can be downloaded from our website: www.diagnostischcentrum.com.

What is a complaint?

By 'complaint', we mean an expression of dissatisfaction. This may concern your examination of your treatment by a member of our staff, for example. In short: a complaint may relate to any aspect of your visit to our DC|branche.

It is not possible to apply for damages from the Complaints Committee. If you wish to hold the Diagnostic Centre exclusively liable for damage suffered, you can direct your request to the management of the DC|branch.

Who may submit the complaint?

You or members of your family may submit a complaint on your behalf. Next of kin may also tender a complaint.

How can you submit the complaint?

1. We advise you to start by discussing your complaint with the person in question. A conversation during which you discuss the reason for your dissatisfaction but also listen to the other person the opportunity to admit any shortcomings or errors and if possible to rectify them.
2. It is also possible to address your complaint to the complaints officer of DC|Groep. He or she will discuss how you wish to deal with your complaint. This might involve recording the complaint, a mediation interview or requesting a response from the person concerned.
3. If you are not happy with the attempts to solve the complaint or if you do not wish mediation, you can contact the Complaints Committee at DC|Groep, which will officially handle the complaint. The Complaints Committee investigates the complaint and assesses its validity.

Complaints officer

It is possible that you cannot satisfactorily solve the complaint with the person to whom it relates. In that case, you can contact the complaints officer either in person or writing.

The complaints officer at DC|Groep is subject to an obligation of secrecy in with regard to anything you tell the officer. Your complaint will only be made known to others with your permission. Naturally, your personal details are handled with the utmost care.

Complaint mediation

The complaint officer at DC|Groep can also mediate between you and the person against whom you have a complaint. In consultation with you, your written complaint will be sent to the person in question. The complaints officer will then request this person to respond to the complaint.

If you wish, a meeting can be arranged between you and the person who is subject of your complaint. The complaints officer will be present during this meeting as a neutral discussion leader. The aim of the discussion is to open up the problem to discussion and reach a solution for both parties.

Complaints procedure through the Complaints Committee

The third option is to officially direct your complaint to the Complaints Committee of the Diagnostic Centres. You may contact the Complaints Committee of the Diagnostic Centres in the following cases:

When direct contact with the person who is subject of your complaint did not have the desired result;

If complaint mediation has not helped;

Directly: we advise you to take the above steps first to solve your complaint. The official method of handling complaint through the Complaints Committee is slower and more stressful for all parties.

Members of the Complaints Committee

To view all members within the Complaints Committee, look at www.diagnostischcentrum.com. Of course all the members are subject to an obligation of secrecy regarding they learn about your examination.

If you choose to be represented by counsel, you will be responsible for paying their fees.

Submitting a complaint

You submit the complaint in writing (stating name, address and date of birth) to the Complaints Committee DC|Groep, Rijswijkseweg 77, 2516 EE The Hague.

It is vital the Complaints Committee has all the relevant information relating to your complaint. If you submit a complaint to the Complaints Committee, the members are entitled to see your (medical) records. If you have any objection to this, you should notify them accordingly.

Handling of the complaint

1. The Complaints Committee investigates your complaint;
2. Within 4 months of receiving the complaint, the committee will give you and the person about whom you complained a motivated assessment about the complaint, i.e. is the complaint valid and if not, why not? The letter also contains any recommendations by the Complaints Committee to the management with regard to the complaint;
3. The management is notified about the assessment of the Complaints Committee and receives any recommendations for implementing improvements;
4. Within a month of receiving an assessment, you will receive a letter from the management informing you about the follow up to the recommendations of the Complaints Committee.

External complaints organizations

If you are not satisfied about how your complaints has been handled by DC|Groep or if you feel that your complaint should be assessed by an external organization, you can contact the following organizations:

- Informatie- en klachtenbureau Gezondheidszorg (part of zorgbelang Zuid-Holland), only for information and advise. This firm does not handly complaints. Telephone: 0900 – 2437070 (€0.10 p/minute);
- Inspectie Volksgezondheid (Public Health Inspectorate);
- Medisch Tuchtcollege (Medical Disciplinary Tribunal).