

Affiliated associations:

Beroepsvereniging voor  
natuurgeneeskundig  
werkende professionals



MBOG



Complaint leaflet  
of the associations affiliated to:



This complaint leaflet was made  
in collaboration with the Dutch  
Patients Association Acupuncture  
(NPVA)

This leaflet explains which complaint procedure you can follow in case of dissatisfaction with your healthcare provider, or his treatment. This careprovider is affiliated with the alternative treatment treatments umbrella.

### High-quality care

You have consciously opted for an alternative or complementary treatment method. You can expect a healthcare provider to provide good care.

If you choose a healthcare provider that is a member of one of the professional organisations that is affiliated with the KAB, you know that you are dealing with a good trained healthcare provider.

In practice, you may still be dissatisfied with the way you have been treated or treated. Then the complaints procedure of the KAB, set up according to the Quality, Complaints and Disputes Act zorg (Wkkgz) offers a solution.

### The complaints procedure

The Wkkgz has been in force since 2016. This law makes it possible for a complaint to be handled in an effective and accessible manner.

### What do you do according to the Wkkgz if you have a problem or complaint against your healthcare provider?

The best solution is that you discuss and resolve your complaint or problem yourself with your healthcare provider. Your healthcare provider can approach you directly and ask you to discuss the problem in a discussion.

Do you find it difficult to only enter into the conversation with your healthcare provider, then the Wkkgz stipulates that the healthcare provider appoints one or more suitable persons (complaints officers) who can provide a complainant with free advice on his request with regard to

- advise on it region from it filing a complaint en/of
- assist bee it formulate from of klacht en/of
- assisting in exploring the possibilities to until one solution before the complaint. come.

The healthcare provider ensures that this complaints officer can perform his function independently and does not disadvantage the complainant with the way in which he performs his function.

A complaint is then carefully investigated.

The handling of a complaint is aimed at reaching a satisfactory solution for both the complainant and the healthcare provider.

The complainant shall be informed of the progress of the handling of the complaint.

The complainant shall receive a written communication from the healthcare provider stating the reasons:

- until which judgment it research from the complaint has guided
- Which one Decisions of Service provider over and has been decided, will be Realized.
- inside Which one term Measures decided upon will be Realized.

If, in the opinion of the healthcare provider, the required careful examination of a complaint requires this, the healthcare provider may extend the aforementioned period of six weeks by a maximum of four weeks.

The healthcare provider shall inform the complainant thereof in writing before the expiry of the period.

If you cannot resolve this with your healthcare provider, you can submit your complaint to the kab dispute resolution body (You must submit your complaint in writing. The procedure can be found on <https://www.geschilleninstantiekab.nl>)

Before your complaint to the dispute resolution body is processed, you as the complainant must pay a one-off amount of € 50,- to the dispute resolution body. This amount will never be refunded by the dispute resolution body. If you are vindicated, the healthcare provider will be ordered to pay the complaint fee to you as the complainant.

As a complainant, you may be ordered to pay a contribution of up to € 500,-

