

Complaint?

"As of 1 January 2017, all healthcare providers in the Netherlands must meet requirements set under the Healthcare Quality, Complaints and Disputes Act (Wkkgz). My practice also meets these requirements. I would like to explain briefly what this means.

Complaints officer

It is possible that you, as a client of my practice, have a complaint about the care provided. My preference is for you to discuss this complaint directly with me. If for any reason you do not like this, I offer you to use an independent complaints officer free of charge.

Dispute resolution body

You are free – if the mediation of the complaints officer does not lead to the desired result – to turn to the independent dispute resolution body to which we/I are/am affiliated, recognised by the Ministry of Health, Welfare and Sport.

As of 03.05.2023, my practice is affiliated with a recognized dispute resolution body. The dispute resolution body is empowered to issue binding opinions in order to reach a settlement between the parties. If necessary, a claim for damages can also be granted. More information can be found on the [NIBIG](#) website.

Contact

If you have a complaint, you can contact NIBIG via klachten@nibig.nl. They will inform you about the possibilities and any further procedure. "