



OUR COMPLAINTS PROCEDURE

2Samen does everything in her power to offer you good service. In order to keep doing so, your opinion is very important to us.

Are you unhappy about something? Please share your experience with us! On this information sheet, you may read more about our complaints procedure.

WHO CAN YOU TURN TO?

Do you have a complaint regarding a particular employee? Then we strongly suggest to discuss this directly with him/her. If you can't resolve it together, you may contact their manager.

If you still haven't found a fitting solution, you may submit a formal, written complaint. 2Samen has a complaints officer who will process your complaint.

WHAT HAPPENS IF YOU SUBMIT A FORMAL, WRITTEN COMPLAINT?

- You may submit a complaint via email (klachtenfunctionaris@2samen.nl), via a form on our website (<https://www.2samen.nl/kinderopvang-2samen/wie-zijn-wij/>) or via Jaamo, our parent portal.
- The complaints officer will ensure that your complaint is registered and forwarded properly. You will receive a written confirmation that we received your complaint. Of course, we will keep you updated on how your complaint is processed.
- Depending on the nature of your complaint, there will be an adversarial procedure (an investigation where both parties are heard).
- The complaints officer is accountable for the correct process and terms. A complaint will be dealt with as soon as possible, but at least within 6 weeks.
- You will receive a written and motivated judgement about your complaint. If measures will be taken, they will happen within a particular amount of time. We'd prefer to also let you know this orally.

WHICH INFORMATION WOULD WE LIKE TO RECEIVE IF YOU SUBMIT A COMPLAINT BY EMAIL?

- Your name, phone number, email address, your child's name and the location or department which the complaint is about.
- A description of your complaint.
- With who have you discussed the complaint (preferably the name as well as their function with 2Samen) and what was the scope of your conversation(s)?
- If you add an attachment, please explain its relevance.
- Has the complaint been handled to satisfaction in any way at all (perhaps partially)?
- Do you have any ideas for a solution or improvement?
- Are there any other comments you would like to add?

EXTERNAL COMPLAINTS PROCEDURE

If the internal complaints procedure did not offer a satisfactory solution, you may submit a dispute to *De Geschillencommissie* (the Dutch Foundation for Consumer Complaints Boards). You may do this if:

- 2Samen hasn't responded to your written complaint within 6 weeks.
- We haven't, together with you, found an acceptable solution to your complaint within 6 weeks.

In some cases, you may go to the *Geschillencommissie* immediately. You may do so if you can't reasonably be expected to submit a complaint to the childcare organisation yourself.

De Geschillencommissie | Bordewijklaan 46
Postbus 90600 | 2509 LP Den Haag
www.degeschillencommissie.nl | 070 310 53 10

