



Complaints Procedure 2025



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1. How does the Yes We Can Healthcare Group handle complaints, feedback and suggestions for improvement?

At the Yes We Can Healthcare Group (YWCHG), we make a difference every day for our fellows, residents and their families. We are committed to providing the most effective and efficient care and technology. We can only achieve this by joining forces and working across all our organisations according to our core values: *Respect, Openness, Honesty and Willingness*.

We believe it is essential that fellows, residents and their families feel heard and acknowledged within all parts of our organisation. Clear communication, transparent information and space for feedback are crucial in this regard. That is why we plan regular moments of reflection together, to evaluate how things are going and identify areas for improvement. We encourage suggestions, questions, or expressions of dissatisfaction. This is the only way we can continue to learn, improve, and truly make a difference.

If something does not go as hoped, a fellow or resident may feel disappointed or dissatisfied and wish to submit a complaint. In such cases, the YWCHG has a clear complaints procedure in place. A fellow or resident – or their legal representative, authorised person or advocate – may always submit a complaint. If the fellow or resident is between 13 and 16 years old, the complaint must be submitted together with their parents and/or guardians and be signed accordingly.

Through this complaints procedure, we ensure:

- An open attitude towards feedback, enabling continuous improvement;
- Careful follow-up on all signals and responses from fellows and residents;
- Prevention of escalation in the event of conflicts or disruptions in relationships.

Our complaints procedure also complies with the Dutch legal standards set out in the Quality, Complaints and Disputes in Healthcare Act (Wkkgz), as well as regulations as defined under the Youth Act and the Social Support Act (WMO).



2. Providing feedback – How does it work within the Yes We Can Healthcare Group?

2.1 Who can provide feedback and how?

Anyone involved in a treatment or support programme within the YWCHG can share suggestions or express dissatisfaction. You can do this by speaking directly with your therapist or support worker. It is also possible to give feedback through the [complaints form](#) on our website. We value your opinion highly, as it helps us to continually improve our care and support services. After all, Openness and Willingness are two of our core values.

2.2 I am a fellow or resident – How can I share something?

You are always welcome to talk to your therapist, treatment coordinator or personal coach about your feedback. Let them know what you appreciated, what you found difficult, or what you feel could be done differently. You can share your feedback in person, via email, by phone or through the [complaints form](#) on our website. Feel free to speak up – your input helps us support you in the best possible way.

2.3 How and with whom do you evaluate the treatment or support?

We schedule regular evaluation moments with your therapist or support worker: at the start, halfway through and at the end of your programme. The final evaluation meeting will be together with your parents and/or guardians. We also ask you to complete a short online questionnaire during or at the end of your programme. Your feedback truly makes a difference and helps us further improve our quality.



3. Submitting a complaint – How does this work within the Yes We Can Healthcare Group?

3.1 How does the complaints process work?

Anyone involved in a treatment and/or support programme at the YWCHG can submit a complaint. This can be done using the [complaints form](#) available on our website. Your complaint will then be handled by the supervisor of the staff member concerned, or by the department within our organisation about which you are dissatisfied.

3.2 How do I submit a complaint?

You can submit your complaint via the [complaints form](#) on our website. If you are not satisfied with how your complaint has been dealt with, you – as a fellow or resident – may also take your complaint to the independent complaints committee. This can be done by emailing: complaintscommittee@yeswecangroup.com

3.3 What happens after I submit a complaint?

Once you have submitted a complaint via the [complaints form](#), you will receive an acknowledgement of receipt within five working days. After receiving your complaint, the secretariat opens a complaint file. They record the date of receipt in a register and monitor progress monthly to ensure deadlines are met and to check whether the complaint has been resolved.

Complaints are forwarded to the supervisor of the staff member or department of the YWCHG concerned. This supervisor will contact you and investigate the matter with you to find an appropriate resolution. As part of the internal investigation, the circumstances will be reviewed, and other colleagues may be consulted if needed.

The supervisor will then inform the YWCHG management board, the lead practitioner and the Client Care Incident Notification Committee. These parties may offer advice on the most suitable course of action. Following the discussion, the supervisor writes a report and adds it to the file, along with any relevant documents, such as advice from the lead practitioner. The final conclusion, including any recommendations, is sent to you and to the secretariat via secure email.

If you are not satisfied with the outcome, you may escalate the complaint to the independent complaints committee. For more information on this procedure, please refer to Chapter 4.

3.4 Who can help me submit a complaint?

When submitting your complaint through the website form, you can indicate if you would like to be contacted by the complaints officer. The complaints officer can assist you in clearly formulating your concerns, explain your rights and the applicable regulations and help mediate internally to reach a resolution together.



If you indicate in the form that you wish to speak with the complaints officer, they will contact you after your complaint is received. You can also reach the complaints officer directly at: complaintsofficer@yeswecangroup.com

3.5 What if I am not satisfied with the outcome?

If you are not satisfied with how your complaint has been handled, you can escalate it to the independent complaints committee via complaintscommittee@yeswecangroup.com. More information about the independent complaints committee procedure can be found in Chapter 4 of this regulation.



4. Submitting a complaint to the independent complaints committee – How does it work within the Yes We Can Healthcare Group?

Sometimes, even after speaking with those directly involved, it may not be possible to find a resolution. In such cases, you may escalate your complaint to their supervisor and, if necessary, to the Independent Complaints Committee. Below, we explain step by step how to submit a complaint and what you can expect from us.

4.1 How do I submit a complaint to the independent complaints committee?

Submitting a complaint to the independent complaints committee is only possible after the internal complaints procedure has been completed and you are not satisfied with the outcome. As a fellow or resident, you may submit the complaint yourself. If you are unable to do so, someone else may do this on your behalf – provided they have a signed declaration or authorisation. If you are between 13 and 16 years old, the complaint must be submitted jointly with your parents and/or guardians and must be signed by both parties.

Email complaintscommittee@yeswecangroup.com to file your complaint. Include the following:

- Indicate whether you would like support from the complaints officer*;
- Specify if you are being assisted by a trusted representative and/or legal advisor;
- Grant permission for the independent complaints committee and your representative to access and/or receive a copy of your medical file.

The committee's secretariat will send you a confirmation of receipt along with further information about the procedure. If preferred, your trusted representative or legal advisor may also receive a copy.

Parents and/or guardians can also submit a complaint to the independent complaints committee, provided it relates to the parental programme or to their collaboration with the YWCHG in their role as parent or guardian.

* The complaints officer can help you articulate your complaint, explain your rights and applicable regulations, and offer internal mediation to find a solution. You can contact the officer at: complaintsofficer@yeswecangroup.com.

4.2 Can I submit a complaint as a parent, guardian, partner or close relative?

If you are the legal representative of a fellow or resident who is under the age of 16, or if you have been authorised by them, you may file a complaint, but always in cooperation with the fellow or resident. Together, you must write and sign a declaration describing the complaint.



If the complaint concerns the parental programme or your cooperation with the YWCHG as a parent or guardian, you may submit the complaint independently via complaintscommittee@yeswecangroup.com.

4.3 What happens after I submit a complaint to the complaints committee?

If you are not satisfied with the handling of your complaint through the internal process, you may submit it to complaintscommittee@yeswecangroup.com. The steps that follow are:

1. **Acknowledgement of receipt** – The secretariat sends confirmation and an explanation of the next steps. You may also request support from the complaints officer at this stage. The officer helps you clearly put your concerns into writing, explains your rights and the relevant regulations and can mediate internally to work towards a solution together.
2. **Admissibility check** – The committee determines whether your complaint meets the requirements of article 4.4 of the complaints regulations (e.g. necessary permissions, authorisations, and completion of the internal procedure). If not, your complaint is deemed inadmissible and will not be processed further. You will be informed accordingly. If the complaint meets the criteria, it will be further processed following the steps below.
3. **Notification of management** – In cases involving serious incidents (e.g. sexual abuse, serious accidents, or criminal offences), the YWCHG board is informed immediately. You will also be notified if this applies to your complaint.
4. **Committee composition** – Within 10 days, you will be informed about the members of the independent complaints committee. If you believe someone is not impartial, you may raise an objection by emailing complaintscommittee@yeswecangroup.com.
5. **Scheduling a hearing** – The secretariat will arrange a hearing date within a reasonable timeframe.
6. **Hearing** – You and the respondent (the person or department concerned) will both be invited to explain your perspectives. These hearings are not public. You may bring a trusted representative. A summary will be shared with both parties.
7. **Submitting additional information** – Within two weeks after the hearing, both parties may submit supporting documents. These will be added to the complaint file and shared with both parties.
8. **External experts** – If necessary, the committee may consult external experts or witnesses. Confidentiality will be respected and all information will be added to the complaint file.
9. **Decision** – Within four weeks of the hearing (or the receipt of any additional documents), the committee will issue a written decision. Copies will be sent to you, the secretariat, the YWCHG board and the complaints officer.
10. **Follow-up measures** – Within one month of the decision, the YWCHG board will inform the independent complaints committee of any measures taken in response.



4.4 When will the committee not handle a complaint?

The committee can only consider your complaint if it meets certain criteria.

Complaints are not admissible if:

- The complaint does not concern the YWCHG or is not of sufficient seriousness;
- The issue arises solely from statutory provisions or decisions by a government body;
- The complaint has already been reviewed by the committee;
- The internal complaints procedure (including mediation involving the complaints officer) has not yet been followed;
- You are not authorised to submit the complaint on behalf of the fellow or resident.

In these cases, your complaint will be declared inadmissible.

4.5 When does the complaint procedure via the committee conclude?

The procedure ends when you notify the committee in writing that you are withdrawing the complaint, or you indicate that the issue has been satisfactorily resolved. In either case, the secretariat informs the YWCHG board and the respondent. The procedure also ends if the complaint is ruled inadmissible.

If you need any assistance during the process, our complaints officer is here to support, listen, and advise. Please reach out to complaintsofficer@yeswecangroup.com for further assistance.



5. How does the independent complaints committee work?

At the YWCHG, we believe it is essential that complaints are handled carefully, fairly, and independently. That is why we have an independent complaints committee that operates separately from our care and support services. Below, we explain how this committee functions.

5.1 Who appoints the members of the independent complaints committee?

The members of the independent complaints committee are appointed by the board of the YWCHG. Each member serves in a personal capacity. This means they are able to form their own opinion independently, freely, and without influence. Members are not accountable to the board or any supervisor, ensuring an impartial and independent process.

5.2 How do we ensure quality and independence?

The independent complaints committee is composed of at least three members. If a member steps down for any reason, the YWCHG board appoints a replacement. The chairperson of the committee is always someone who is not employed by the YWCHG.

Committee members:

- Participate independently in the complaints process;
- Act without influence from the board;
- Serve based on expertise in healthcare quality, complaints legislation or healthcare law.

The committee is supported administratively by a secretary, who does not form part of the committee itself and has no voting rights in the decision-making process.

5.3 What if you disagree with the committee's composition?

As a complainant, you may object to the composition of the committee. Your objection will be upheld if your complaint concerns one of the committee members, or if there are legitimate doubts about a member's independence or integrity. In such a case, the YWCHG board will appoint a new member. You may submit your objection via complaintscommittee@yeswecangroup.com or with the support of the complaints officer.

5.4 What can the independent complaints committee decide?

The committee determines whether your complaint is justified (upheld) or unjustified (dismissed). In its assessment, the committee examines whether the treatment or support was carried out with due care and professionalism, whether appropriate and accurate information was provided and whether the duty of care was fulfilled.



The committee may also issue recommendations to the YWCHG Board on resolving the complaint, improving our care and support or strengthening our complaints procedure. The committee does not make decisions regarding compensation or reimbursement claims.

5.5 How does the committee reach its decision?

Decisions are made by a simple majority vote. All parties involved – including the complainant and the person or department complained about – will receive a written decision. This includes an overview of the procedure, a brief summary of the complaint and the response, the documents reviewed and a clear explanation of the committee's reasoning and conclusions.

After issuing the decision, the committee asks the YWCHG board to respond in writing to the judgement and any recommendations made.

5.6 How long does it take to receive a decision?

The independent complaints committee aims to issue a decision within four weeks of the hearing. If you submit additional information after the hearing, the four-week period begins from the date that information is received.

5.7 What happens if your complaint is upheld?

If the committee finds your complaint to be justified, the YWCHG board takes the decision and accompanying advice seriously. Within one month of the decision, the board will inform you, the person/department concerned and the committee in writing of any actions to be taken.

If, for any reason, a response cannot be provided within one month, we will inform you of the delay and explain the reason. This deadline may be extended by a maximum of one additional month.

Our goal remains to ensure a resolution is reached and to learn from every complaint.

6. How do we handle confidential information?

At the YWCHG, we take confidentiality extremely seriously. Everything you share with us as part of a complaints procedure is treated with the utmost care. Members of the independent complaints committee and the secretariat are bound by a duty of confidentiality. This means they will not share any confidential information with others, unless required to do so by law – for example, in situations involving a safety risk.

When your complaint is discussed internally, documents are anonymised as much as possible to ensure your privacy is protected. All documents related to your complaint are stored separately in a complaints file and not in your medical file. Complaints files are retained for a maximum of three years. In exceptional cases, the YWCHG may extend this period, but only if it is strictly necessary. You can trust that your information is in safe hands. We will only provide access to your medical records or share copies of your personal data with your explicit consent.

7. Other agreements and options

7.1 What can you do if you are not satisfied with the outcome provided by the YWCHG?

At the YWCHG, we do everything we can to work together towards a suitable resolution. However, if this proves unsuccessful, you always have the right to pursue your complaint or dispute further. You may take your case to a competent court, the Dutch Health and Youth Care Inspectorate (Inspectie Gezondheidszorg en Jeugd), or another official body that handles complaints.

Additionally, you may submit your complaint to the Dutch Mental Healthcare Disputes Committee (Geschillencommissie Geestelijke Gezondheidszorg) or the General Healthcare Disputes Committee (Geschillencommissie Zorg). The YWCHG is affiliated with both national committees.

7.2 Are there any costs associated with submitting a complaint?

Submitting and handling a complaint within the YWCHG is completely free of charge. You will not incur any costs for having your voice heard. Support from the complaints officer is also provided at no cost. If you choose to engage a lawyer or legal representative, any associated costs will be your own responsibility.