



K I N D E R D A G V E R B L I J F

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Complaints Procedure

Introduction

At Twinkel, we do everything we can to provide the best possible care for your child. However, it may happen that you are not entirely satisfied. In such cases, as a parent or guardian, you have the right to file a complaint. This right is legally protected. This document explains how you can express your dissatisfaction and how we handle it.

Dissatisfaction or a complaint?

Are you unhappy with a staff member or with a certain practice at Twinkel? Please let us know. We will work together to find a suitable solution.

If you wish to file a formal complaint, we ask that you do so in writing via the complaints form on our website or by sending an email to: info@twinkel.nl.

Definition of a complaint

A complaint is a written expression of dissatisfaction from a client or parent committee. A client is a person (or group of persons) who receives, wishes to receive, or has received a service.

Complaints Procedure

1. Internal and External Complaints Procedure

Before you can contact the Disputes Committee (the external route), the internal complaints procedure must first be followed. This is a requirement of the Disputes Committee.

If your complaint is not handled to your satisfaction or not within the designated time frame, you may submit your complaint to the Disputes Committee for Childcare at www.degeschillencommissie.nl.

In exceptional cases, such as intimidation, you may also contact the Disputes Committee directly.

For advice, mediation, or information, you can contact the Childcare Complaints Desk via www.klachtenloketkinderopvang.nl. They will first assess whether the complaint can still be resolved through consultation.

2. Internal Complaints Procedure

Who is this for?

This procedure applies to parents/guardians and parent committees of Twinkel.

Where can you go with your complaint?

With the pedagogical staff member

Are you unhappy with the care of your child or with how things are managed in the group or location? Discuss it with the pedagogical staff. Often, this can be done during drop-off or pick-up, or by appointment for a more in-depth conversation.

With the location manager

If you cannot resolve the issue with the staff member, you can contact the location coordinator of Twinkel.

Submitting a written complaint

If personal contact does not lead to a resolution, you may submit your complaint in writing via the complaints form on the website. The complaint will be received by the complaints coordinator, who ensures it is handled correctly.

Procedure after submitting a written complaint:

1. The complaints coordinator receives the complaint and ensures it reaches the appropriate person.
2. The handler will contact you within two working days to schedule a meeting. Together, a solution will be sought. If a direct solution is not possible, possible preventive measures will be discussed.
3. The handler will confirm the meeting in writing, including the discussed (preventive) measures.
4. If no solution is found yet, the letter will include:
 - A short summary of the conversation
 - A description of the follow-up actions
 - The timeframe in which you will receive feedback
5. After this period, the handler will inform you of the actions taken or planned, including a schedule. This will be confirmed in writing.
6. If the complaint is declared unfounded, this will be communicated clearly, both orally and in writing.
7. The complaint will be resolved within six weeks.

8. Complaints are discussed in team meetings, and if necessary, agreements or improvement points are implemented.
9. Each year, the complaints coordinator analyzes the complaints received to implement organization-wide improvements. Each complaint's handling is checked by the coordinator.

3. External Complaints Procedure

Are you not satisfied with the outcome of the internal procedure? Then you can contact:

Disputes Committee for Childcare: www.geschillencommissie.nl

4. Parent Committee

If the parent committee does not reach agreement with management, it may also submit a complaint to the Disputes Committee.