

## Complaint Procedure

Basker Childcare provides the best possible care for your child. In such a case that you are not satisfied with the service provided and you wish to make this known, we are happy to talk to you to find a solution. This complaints procedure describes how you can express your dissatisfaction.

### Dissatisfaction or complaint

Basker Childcare has drawn up an internal complaints procedure in the context of the Childcare Act. This regulation describes the procedure for handling and registering complaints. If you, as a customer, are dissatisfied with an employee or with a certain state of affairs within the organization, we ask you to let us know personally. Preferably you can first discuss your dissatisfaction with the person directly involved. If this does not lead to a satisfactory solution, you can file a formal complaint. A formal complaint can be submitted in writing by sending an email to [complaints@babilou-family.nl](mailto:complaints@babilou-family.nl). If the internal complaint handling does not lead to a satisfactory solution, you as a customer can obtain information, advice and/or mediation from Klachtloket Kinderopvang, located in The Hague or you can report the dispute to the Disputes Committee for Childcare. The regulations of the Disputes Committee can be found on the website of the Disputes Committee.

### Complaints procedure

This complaints procedure is only intended for customers of Basker Childcare. To make your dissatisfaction or complaint known, you can follow the procedure below.

## Where can you go with your complaint?

### Pedagogical Professional

If you are not satisfied with the care of your child, a situation in the group or at the location, you can always contact your child's pedagogical professional. The pedagogical professional is your first point of contact. You can discuss your dissatisfaction while dropping off or picking up your child or, if desired, you can make an appointment to discuss it. Please liaise with the pedagogical professional concerned.

### Location Manager

If you cannot find a solution with the pedagogical professional(s), you can make an appointment with the location manager. If desired, you can also contact the location manager directly.

### Customer Service and Planning Department

If you are not satisfied with, for example, the placement of your child or the invoicing, you can contact our customer service and planning department directly by using the [contact form](#) on the website.

### **Mediation by management**

If your dissatisfaction or complaint has not been adequately addressed or cannot be resolved by the location manager or customer service and planning department, you can turn to Basker management. Management can mediate in the search for a solution. Your location manager will provide you the contact details of a member of our management team – depending on the type of complaint.

### **Formal complaint**

If you are unable to resolve the matter personally with our employees, we ask you to formally make your complaint known by sending an email to [complaints@babilou-family.nl](mailto:complaints@babilou-family.nl) with 'Formal complaint' in the subject line. Your complaint will arrive at our complaints officer, who will then monitor further processing in accordance with Zein's complaint procedure.

### **Submit a complaint**

- 1 A formal complaint must be submitted in writing.
- 2 The complaint must be submitted within a reasonable period of time after the complaint has arisen. A period of 2 months is considered reasonable. The complaint must include the name and address of the complainant, possibly the name of the employee to whom the complaint relates, the location and the group, plus a description of the complaint.
- 3 If the complaint concerns a suspicion of child abuse, the reporting code for domestic violence and child abuse will come into effect. For further information we refer to This complaints procedure is thus closed.

### **Handling a complaint**

- 1 The complaints officer is responsible for the handling and registration of the complaint.
- 2 The complaints officer will confirm receipt of the complaint to the parent in writing.
- 3 The complaints officer will keep the complainant informed of the progress of the handling of the complaint.
- 4 Depending on the nature and content of the complaint, an investigation will be initiated.
- 5 If the complaint concerns the conduct of an employee, this employee will be given the opportunity to respond verbally or in writing.
- 6 The complaint officer will monitor the procedure and term of handling. The complaint will be handled as soon as possible unless there are circumstances that impede this. In such case, the complaint officer will inform the complainant as soon as possible. In all cases, the complaint should be dealt with within a period of 6 weeks.
- 7 The complainant will receive a written and reasoned opinion about the complaint, including concrete terms within which any measures will be taken to resolve the issue(s).

## External complaint handling

- 1 If internal complaint handling does not lead to a satisfactory solution or outcome, the parent has the option to turn to the Disputes Committee.
- 2 The parent can turn directly to the Disputes Committee if the parent cannot reasonably be expected to submit a complaint to the childcare provider under the given circumstances.
- 3 Even if the complaint has not been settled within six weeks, the complaint can be submitted to the Disputes Committee. The complaint must be submitted to the Disputes Committee within 12 months after the complaint has arisen at Basker Childcare.

Childcare Disputes Committee  
Bordewijklaan 46  
2591 XR The Hague  
[www.degeschillencommissie.nl](http://www.degeschillencommissie.nl)

## Complaint report

Basker prepares an annual complaints report within the first five months of the following calendar year. This report includes:

- ♥ A brief description of the complaints procedure;
- ♥ The way in which the complaints procedure has been communicated to parents;
- ♥ The number and nature of complaints handled per location;
- ♥ A brief description of the measures taken per location;
- ♥ The number and nature of disputes handled by the Childcare Disputes Committee.

Basker submits the complaints report to the relevant Public Health Service (GGD) and also brings the report to the attention of parents and the parents' committee.