

COMPLAINTS PROCEDURE

FONTYS CENTRE OF HEALTH AND MOVEMENT



➤ FOR SOCIETY

**Fontys University of Applied Sciences,
Institute of Paramedical Studies**

Ds. Th. Fliednerstraat 2 | 5631 BN Eindhoven

Postbus 347 | 5600 AH Eindhoven

Telephone +31 8850 84888

E: klachtencommissie-fph@fontys.nl

INTRODUCTION

The **Fontys Centre of Health and Movement** (FCHM) is an authentic learning environment where **education and research** take centre stage. Activities within the FCHM are always connected *to* and *at the disposal of* education and research.

The FCHM is an educational environment in which students get to work with real clients. At the FCHM, we give students (under the responsibility of (para)medics) the opportunity to diagnose and treat (complex) healthcare issues in an interdisciplinary manner. In doing so, we go through the full care chain: intake, diagnostics, treatment and (possibly) referral. We exclusively use Evidence-Based treatment guidelines and protocols. The FCHM is part of **Fontys University of Applied Sciences, Institute of Paramedical Studies** (FPH).

Of course, we hope you look back with satisfaction on the care you received at the FCHM. However, in some cases you may not feel fully satisfied.

In the **Healthcare Quality, Complaints and Disputes Act** (Wkkgz), the government has legally defined what good care entails and what you can expect from us. If you feel that we do not comply with this, you have the option to file a complaint.

This information leaflet describes in detail what the **complaints procedure** entails and what to do if you have a complaint.

Adopted on 15 March 2021 by

T.M.G.A. Rutten

Director of Fontys University of Applied Sciences, Institute of Paramedical Studies

1. COMPLAINTS PROCEDURE

Resolving the complaint by mutual agreement between the client and staff member (without the intervention of the complaints officer) is paramount. This complaints procedure is only for the situation where no mutual agreement can be reached.

1.1 Definitions

FCHM	The Fontys Centre of Health and Movement is an educational environment in which students get to work with real clients. It aims to give professionals in training the opportunity to diagnose and treat complex healthcare issues in an interdisciplinary manner.
Complaint	The complainant's written expression of dissatisfaction with the conduct of a staff member or student or a particular course of action at the FCHM.
Complainant	The natural person (client) who is treated as a client at the FCHM.
Person complained against	The person whose behaviour has been complained about (an FCHM staff member or student).
Complaints officer	The internal or external complaints officer designated by the FCHM under this complaints procedure ¹ .
Care	Care provided by FCHM staff members and students.
Care provider	FCHM, part of Fontys University of Applied Sciences, Institute of Paramedical Studies (FPH).

¹ Completed in accordance with Section 7.1 (implementation decree) and Section 15 of the Healthcare Quality, Complaints and Disputes Act (Wkkgz).

1.2 Filing and handling of complaints

1.2.1 Filing

A complaint shall be filed in writing to the complaints officer within six weeks² of the occurrence of the complaint and shall include at least the name and address of the complainant, the date of submission and a description of the conduct against which the complaint is directed.

1.2.2 Handling

Upon receipt of the complaint, the complaints officer shall confirm the receipt of the complaint in writing to the complainant within one working week and communicate the receipt of a complaint to the director of FPH.

The complaints officer shall also inform any person complained against and keeps both the complainant and person complained against informed about the progress of the complaint. The complaints officer keeps a record of complaint handling in the complaint file in a database. The complaints officer advises the director of FPH on the decision to be taken in response to the complaint.

1.2.3 Decision

The complainant shall receive a written communication from the director of FPH as soon as possible, but at the latest within six weeks³ of the receipt of the complaint, stating reasons for the decision taken by the director of FPH in response to the complaint and the time frame within which any action decided upon will be implemented.

If the decision of the director of FPH deviates from the advice of the complaints officer, reasons shall be given in the decision.

The complaints officer as well as any person complained against shall receive a copy of the director's decision (accompanied, if applicable, by a copy of the advice of the complaints officer).

The six-week period may be extended by up to four weeks; the complainant will be notified of this by the complaints officer prior to the expiry of the statutory period.

1.3 Complaints officer

Prior to filing the complaint, the complainant may seek free advice from the complaints officer on the complaint to be filed, assistance in formulating the complaint and advice on the procedure to be followed. The complaints officer shall hear the complainant and any person complained against before coming to an advice on the complaint and plays a mediating role in the handling and possible resolution of the complaint. If mediation by the complaints officer leads to a resolution of the complaint, the complaints officer will notify the complainant, any person complained against and the director of FPH. The complaints officer performs their work impartially and independently and - if employed by Fontys - shall not suffer any disadvantages as a result of performing this task.

² In accordance with Article 17 of the Healthcare Quality, Complaints and Disputes Act.

³ In accordance with Article 17 of the Healthcare Quality, Complaints and Disputes Act.

1.4 Disputes committee

If, after it has been handled in accordance with these regulations, a complaint is not resolved to the complainant's satisfaction, the complainant may refer the matter to the General Healthcare Disputes Committee. This costs €52.50⁴, which the complainant pays to the disputes committee. The costs will be (partly) refunded if your complaint is (partly) upheld. The director of FPH must mention this option in their decision.

1.5 Other

1.5.1 Confidentiality

A duty of confidentiality applies to all those involved in handling the complaint.

1.5.2 Publication, entry into force

The director of FPH shall ensure that this procedure is adequately brought to the attention of the clients of the FCHM.

This complaints procedure comes into force on 15 March 2021.

⁴ Subject to changes.