

Our approach to complaints

We do our utmost to deliver the best quality. However, it may happen that you are not satisfied with an aspect of our service. We appreciate it if you share your complaint with us, so that we can learn from it and prevent similar complaints in the future. Below you can read how to file a complaint.

Step 1: Engage in conversation

The first step is always to talk to the Zorg van de Zaak employee about whom you have a complaint. Don't wait too long to get any emotions worse. A conversation can provide clarity and a solution. This way, no further steps are necessary. Are you still not satisfied? Then file a formal complaint, read step 2 below.

Step 2: File an official complaint

You can submit an official complaint via the complaint form on the Zorg van de Zaak website. If this is not possible, this can also be done by letter. Send the letter to our head office in Utrecht. The address is: Zorg van de Zaak NV, attn. the complaints office, Vivaldiplantsoen 200, 3533 JE, Utrecht.

Be sure to include at least the following information:

- Name
- Address
- Telephone number
- E-mailadres
- Client code, if any
- Employer/company
- The name of the Zorg van de Zaak employee who is involved in the complaint
- Description of the complaint
- What result you hope for by filing this complaint

This way we can give a good response to your complaint. Please note that we only accept complaints that are less than one year old.

You may have contact with a Zorg van de Zaak employee for various reasons. For example, with a company doctor, because of a second opinion, a non-mandatory Preventive Medical Examination (PMO) or a preventive consultation hour. If you are an employee and your complaint concerns one of the afore mentioned subjects, we are obliged to have a Complaints Officer contact you. The Complaints Officer will help you find a solution to your complaint. Therefore, in the description, indicate the reason for which you are in contact with Zorg van de Zaak. This way we can help you in the best possible way.

Handling of the complaint

We will do the following with your complaint:

- You will receive a confirmation of receipt within five working days after we have received the complaint.
- Your complaint will be investigated by the complaints handler. This is not the person your complaint is about.
- You will receive a written response from us within six weeks of receiving your complaint. If this is not feasible, we will indicate what is feasible. If you are right about your complaint, we will indicate what measures we are taking to improve. This is called a well-founded complaint.
- Are you not satisfied with the solution offered? If so, please contact the Disputes Committee for Occupational Health and Safety Services. More information about the approach of the Disputes Committee for Occupational Health and Safety Services can be found on their website: <https://app.klachtregeling.nl/ga/procedure>.

I do not agree with the advice or the working method of the company doctor

You can report this in the complaint form. In addition, there are also these options:

1. Are you an employer? You can request an 'expert opinion' from the Employee Insurance Agency (UWV). An expert from the UWV will give advice on reintegration. This is possible for 5 specific situations. There are also costs associated with this. More information can be found at www.uwv.nl.
2. Are you an employee? Then you can request a 'second opinion' through Zorg van de Zaak. A second opinion is an advice from another company doctor. The second opinion is carried out by company doctors of Aditum Arbo. The contract with your employer stipulates that Aditum Arbo does this. The doctors who do this work as freelancers and are not employed. You can choose which Aditum Arbo company doctor you want. This overview shows which company doctors there are: <https://www.aditum-arbo.nl/ik-zoek-een-bedrijfsarts/aanvragen-second-opinion/>.

Send an e-mail to secondopinion@zorgvandezaak.nl to request a second opinion. If you want to speak to a specific doctor, please mention this. The second opinion is subject to additional costs for your employer.

3. Finally, you can also file a complaint with the Regional Disciplinary Tribunal for Health Care. This applies to all healthcare providers with a BIG registration. More information about this process can be found on the website of the Disciplinary Tribunal: <https://www.tuchtcollege-gezondheidszorg.nl/ik-heb-een-klacht>;

I have a complaint about an appointment examination

You can report this in the complaint form. You can also submit a complaint to the Appointment Inspections Complaints Handling Committee (CKA). More information about this process can be found on the website of the CKA: <https://www.ser.nl/nl/thema/aanstellingskeuringen/klacht>.

I have a complaint about my personal data

Complaints about personal data are governed by our privacy policy. This is subject to a different process. Read more about this in our privacy statement.

I have a complaint about the invoice

At the bottom of the invoice you will find contact details where you can go with your complaint about your invoice.

Finally

Do you have any questions about our approach to complaints? Please contact the complaints office. Here you can also request the complaints procedure, with more information about our approach to complaints. Our staff will be happy to help you. Email: klachten@zorgvandezaak.nl