

Complaints Report 2019

Hestia Beethoven



Introduction

According to the Wet Kinderopvang and the quality demands preschools, all holders of children day care centres, preschools and guest parent agencies are legally required to register with the Geschillencommissie Kinderopvang (dispute committee), to which the Klachtenloket Kinderopvang (complaints office) is also linked. In response to the Wet Harmonisatie Kinderopvang en Peuterspeelzalen, which has led to the cessation of the differentiation between children's day cares and preschools as per 1 January 2018, the name of the Geschillencommissie Kinderopvang en Peuterspeelzalen has changed. Per 1 January 2018, the name of this dispute committee has been 'Geschillencommissie Kinderopvang'.

Based on the mentioned law, Hestia Kinderopvang is required to put together a report of the complaints that have been handled by the dispute committee during the relevant year. This obligation concerns both the complaints procedure for individual parents as the complaints procedure for parent advisory committees. With this report the requirement is met. The report includes the following elements:

- A brief description of both procedures.
- Manner in which the procedures have been brought to the attention of parents.
- The amount and nature of complaints dealt with by Hestia per location.
- Purport of the assessments and recommendations and the nature of the measures taken per location.

Hestia ensures that assessments are not traceable to natural persons.

Complaints Procedures Hestia

Both individual customers of Hestia and the parent advisory committees (PAC) of Hestia can bring their complaints through an internal and external route.

It is the preference of Hestia that a customer or PAC first takes the internal route. This route consists of discussing the complaint with the person concerned, or the direct manager. Subsequently a suitable solution is sought for in consultation with the customer or parent advisory committee. Of course, a customer or PAC can still choose to follow the external route after finalising the internal route. The customer or PAC is also free to decide to skip over the internal route and go straight to the external route.

The external route provides the customer or PAC with two more options. The customer or PAC first files a complaint with the [Klachtenloket Kinderopvang](#). They subsequently try to solve the issue through mediation, advice or arbitration. If that fails, the customer or PAC can lodge the complaint with the independent dispute committee, which gives a ruling. Hestia is attached to the [Geschillencommissie Kinderopvang](#).

Manner of bringing the procedures to attention

The complaints procedures are described on the website of Hestia and in our Complaints Policy. The complaints procedure for individual customers is furthermore discussed during the intake interview at the location. The PACS are notified on a yearly basis of the complaints procedure for the PACs, during which the PAC also receives the yearly complaints report and the parents are informed through a newsletter.

Complaints Day Care

Complaints from the parent advisory committee

We appreciate the pleasant cooperation with the PAC and value their input. The PAC from location Hestia Beethoven has not lodged any complaints in 2019, however they have indicated on multiple occasions that there should be more clarity regarding the move/location. We have heeded this advice by increasing their involvement in finding a new location and having more discussions together about the progress in this process.

Complaints through the internal route

No complaints have been filed; however, one parent has declared their worries regarding the GGD-report. This parent had a question regarding something that was deemed 'insufficient' in the field of safety and health. The parent was worried it was something very severe, however, the 'insufficient' concerned an administrative element. We were able to explain this to the parent. Additionally, this parent believed that Hestia should communicate the publication of a GGD-report. We have informed the parent that the GGD-reports are always published on the Hestia website, and we have pointed out where exactly to find these reports to the parent.

Amount of complaints	0
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Complaints through the internal route

Parent advisory committee

The OAC has not lodged any complaints with the Geschillencommissie in 2019.

Parents

Parents have not lodged any complaints with the Geschillencommissie in 2019.

Amsterdam, 31 december 2019

Nasim Hedayati
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