

Complaints Report 2019

Hestia Rivierenbuurt



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 complaint 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 complaint 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

The parent advisory committee from Hestia Rivierenbuurt has not filed any complaints during 2019. We appreciate the pleasant cooperation with the PAC.

Complaints through the internal route

Hestia aims to make complaints open for discussions for her customers in a direct and quick manner.

Number of complaints	8
Description nature of complaint	Description of solution
Parents believe the outdoor space is not safe, parent would like to see all sticks in the garden to be taken out. They do not agree with playing outdoors when it rains and the vision of the competent child.	Multiple discussions have been had with these parents about the policy of Hestia (bad weather does not exist), about risky play, about the importance of nature, about working in a 'child-tracking' manner. Parents understood that this is our vision and that most probably, cultural elements played a role in their vision on this. They are very content about the offered care and attention.
Green group does not go outside enough during the renovation of the garden.	The outdoor space, bordering to Green, is adjusted and designed for play, in order for children to always be able to go outside. Additionally, multiple outings to a playground or small field were planned per week, up until the garden was entirely ready. Parent was happy with the solution.
Parent did not agree on an outing. She wanted to be informed in advance and have the option to let her child stay at the location.	The team leader had a conversation with parent about the policy of Hestia regarding outings. These are an integral part of our policy and our daily routine. It has been discussed that when outings are known far in advance, this shall be communicated with the parents. In case the parents object to the outing, it is considered whether it is possible for the child to stay at the location. In case the whole location goes on an outing, this unfortunately will not be possible.
Parent did not agree with the fact that her son joined the outing of a different group.	After several conversations about Hestia's policy with regards to outings, our opendoorpolicy, working in a 'child-tracking' manner and our vision on the individuality of the child, the parent has decided that a regular children's day care fits her wishes better.

<p>Parent was not happy about the sudden departure of an employee.</p>	<p>The team leader entered into conversation with this and one other parent regarding the departure of a preschool teacher who had only joined Hestia two weeks prior. We explained that in the Netherlands, a probationary period applies, during which both employer and employee can decide at any moment not to continue the cooperation. Parents were not familiar with this but understood. After this, it was discussed that a change would come from a different group, in order to solve the created shortage. Parents were happy with this.</p>
<p>Child had not been changed during the day.</p>	<p>Relevant employee has been addressed on this matter. The policy has again been extensively discussed, both individually and during a meeting. The next day, apologies were immediately made to the parents, and a parent interview has been planned. In the end, parents went home feeling reassured.</p>
<p>Parent is not happy about the drop off moment.</p>	<p>Parent finds it unpleasant that there is no permanent teacher on the group when he comes to bring his child. The team leader has explained to the parent that several parents have indicated that they appreciate the permanent teacher to work the late shift, in order for her to do the handover. This entails that the substitute teacher works the early shift. It has been discussed with the relevant parent that we shall alternate this, and that when he comes to bring his child and the permanent teacher is not there yet, he is always allowed to handover his child to a familiar teacher of a different group.</p>
<p>Parent does not want her child to sleep in the afternoon.</p>	<p>The policy of Hestia has been discussed with the parent. We work in a 'child-tracking' manner. Additionally, between 13 and 15, the children's centre is at rest. This means that most children take a nap or do a quiet activity. It has been agreed that the child will not automatically join the naps, but if she indicates that she is tired, we will allow her to sleep. Parent was able to agree with this.</p>

Complaints through the external route

Parent advisory committee

The PAC has not lodged any complaints with the Geschillencommissie during 2019.

Parents

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

Complaints Afterschool Care

Complaints from the parent advisory committee

The parent advisory committee from Hestia Rivierenbuurt has not filed any complaints during 2019. We appreciate the pleasant cooperation with the PAC.

Complaints through the internal route

Hestia aims to make complaints open for discussions for her customers in a direct and quick manner.

Number of complaints	1
-----------------------------	----------

Description nature of complaint	Description of solution
Parent was not happy about the exchange policy.	We have discussed this with the parent, and again explained our exchange policy and terms and conditions.

Complaints through the external route

Parent advisory committee

The PAC has not lodged any complaints with the Geschillencommissie during 2019.

Parents

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

Recorded in Amsterdam, 30 March 2020,

Danica Belic

Team leader Hestia Rivierenbuurt



de geschillencommissie

Hestia Rivierenbuurt B.V.
Hestia Rivierenbuurt B.V.
Uiterwaardenstraat 542
1079 AZ Amsterdam

Tegen deze
organisatie zijn in
2019 geen geschillen
ingediend bij de
Geschillencommissie
Kinderopvang

CERTIFICAAT SAMEN WERKEN AAN KWALITEIT 2019

