

Complaints Report 2019

Hestia Amstelveen



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

The parent advisory committee (PAC) from Hestia Amstelveen has filed one complaint in 2019.

Number of complaints	1
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Description nature of complaint	Description of solution
The PAC from the Amstelveen location was unhappy about the contact moments with and the information supply from the management of Hestia Kinderopvang.	Hestia has organised a separate meeting with the PAC to discuss the complaint. During the meeting, miscommunications were elucidated, irritations discussed and the expectations from both parties clarified once more. Since this meeting, the relationship with the PAC is great.

Complaints through the internal route

Hestia Amstelveen has received one complaint via the internal route in 2019. Hestia aims to make complaints open for discussions for her customers in a direct and quick manner.

Number of complaints	1
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Description nature of complaint	Description of solution
Complaint about failing to put a diaper on a child, with a pee accident as result.	Management has offered its apologies to parent regarding the procedure. Parents, location manager and employees from the relevant group arranged a meeting in order to come to a solution. With regards to the toilet training, new agreements were made with the parents. 2 weeks after the meeting, an evaluation took place. Parents were very content with the care for the child once more.

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 Amstelveen has filed one complaint in 2019.

Number of complaints	1
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Description nature of complaint	Description of solution
Holiday schedules were communicated to the parents too close to the start of the actual holiday.	We have come to new agreements with the PAC about the term during which holiday schedules must be published.

Complaints through the internal route

Hestia Amstelveen received 4 complaints via the internal route in 2019. Hestia aims to make complaints open for discussions for her customers in a direct and quick manner.

Number of complaints	4
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Description nature of complaint	Description of solution
Child was not picked up from school.	It was explained to the parents what went wrong in the attendance registration of the child. The announced absence from the parent was wrongly processed at the location in the system. It has been agreed that the registration will no longer go via the location, but via the planning department. After this was agreed, it has not happened again.
Child was not picked up from school due to a miscommunication with afterschool activities. When picking up children from school, the afterschool care employee and the teacher of the child assumed the normal situation applied.	The misunderstanding was discussed with the parents. The afterschool care employees and the location manager apologised to the parents. It was agreed with the parents that when changes occur, there will always be contact via telephone to confirm. After this solution, the problem has not reoccurred.
Complaint about picture of child on front page of digital newsletter without permission.	Parent believed that all parents had received the newsletter with a picture of his child. It was explained to the parents that, at his request, no one else has access to the pictures of his child except himself. The system automatically posts a picture of the parent's own child on the front page. This was explained and demonstrated to the parent. After the explanation, at the request of the parent, all pictures of the child were removed from the files and the picture permission was revoked.

<p>Parent had a complaint about the vagueness about which substitute teacher she could expect in her child's group.</p>	<p>It was discussed with the parents that, withholding the deployment of the own staff, there is hardly any certainty about the deployment of substitute teachers. Because of the impact of the shortage of employees on all employers, it is only communicated to us on Friday which teachers shall be working with us that coming week. It was agreed with the mother that we shall let her know when the own staff members will start the day, in order for her to find stability in that.</p>
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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, 7 April 2020,

Robin Pieplenbosch

Team leader Hestia Amstelveen



de geschillencommissie

Hestia Amstelveen B.V.
Hestia Amstelveen B.V.
Laan van de Helende Meesters 4
1186 AM Amstelveen

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

CERTIFICAAT SAMEN WERKEN AAN KWALITEIT 2019

