

Complaints Report 2020

Hestia Amstelveen



Introduction

According to the Wet Kinderopvang and the quality demands for 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 abovementioned 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

Number of complaints	1
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Description nature of complaint	Description of solution
Difficult communication with the team leader from location Amstelveen	A good conversation has taken place between the parent advisory committee, the team leader and the director. During this meeting, experiences about each other were clarified. Miscommunications etc. were expressed and where necessary explained. After the conversation took place, the cooperation was pleasant.

Complaints through the internal route

Hestia aims to allow for complaints to be open for discussion with her customers in a direct and quick manner.

Number of complaints	5
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Description nature of complaint	Description of solution
Complaint regarding the adherence to the home-quarantine-advice from the GGD, when a new child was starting day care.	The assessment framework from the RIVM was discussed with the parent. It was clearly explained to the parent why the strict measures are important. After the clarification, the parent understood the decision.
Complaint regarding the interpretation of the COVID-19 decision tree.	Parent disagreed because parent works in a crucial profession. The decision tree and RIVM-guidelines were discussed with the parent multiple times.
Complaint about a child wearing a diaper while potty training.	Parent indicated that the child was wearing a diaper for too long after taking a nap. Parent and team leader have had a meeting with teachers.
Complaint about an accident with child, resulting in a visible wound (scratch) on the body.	It was explained to the parent that the wound was the result of (bustling) play in the garden. The scratch came from a fall in the shrubbery. It was also discussed with the children that they have to be careful during play in order not to get (others) hurt.
Complaint about the implementation of the fine policy (collecting children too late).	Parent did not expect fines to be actually invoiced. The fine policy has been clarified again.

Complaints through the external route

Parent advisory committee

The PAC has not lodged any complaints with the Geschillencommissie during 2020.

Parents

Parents have not lodged any complaints with the Geschillencommissie during 2020.

Complaints Afterschool Care

Complaints from the parent advisory committee

The parent advisory committee from Hestia Amstelveen has not filed any complaints during 2020. 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	2
Description nature of complaint	Description of solution
Complaint about an accident with child, resulting in a visible wound (scratch) on the body.	It was explained to the parent that the scratch happened at school. During the handover, the employee was told that this had already been communicated to the parent. It was agreed that in future cases, teachers will be contacting parents themselves as well.
Complaint about a mistake during collection of children.	While collecting children, the employee went to the wrong location of the school. The administration and collection protocols have been updated.

Complaints through the external route

Parent advisory committee

The PAC has not lodged any complaints with the Geschillencommissie during 2020.

Parents

Parents have not lodged any complaints with the Geschillencommissie during 2020.

Hestia Amstelveen,

Robin Pieplenbosch
Team leader