

# Complaints Report 2020

Hestia Rivierenbuurt



A great place to grow

## 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 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

The parent advisory committee from Hestia Rivierenbuurt has not filed any complaints during 2020. We appreciate the pleasant cooperation with the PAC.

### 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.

|   |  |
|---|--|
| <b>Number of complaints</b>   | <b>5</b>   |
| <b>Description nature of complaint</b>  | <b>Description of solution</b>   |
| Parent does not agree with the spread out of drop-off times which are enforced due to the corona measures.          | We explained to the parent that we need to make sure to prevent any crowdedness on the playground. Eventually we shortened the time to 15 minutes. |
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| A preschool teacher left during probation period.   | Personal discussion with parents was held.   |
| No familiar face present when dropping off child due to long sick leave of permanent teacher and open job position. | Personal discussion with parents was held. Schedule changed to include familiar face for the child.  |
| Transfer to different location not managed well.  | Personal discussion with parent was held. Employees were addressed on listed issues.   |

### 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 Rivierenbuurt has not filed any complaints during 2021. We appreciate the pleasant cooperation with the PAC.

### 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.

|  |  |
|--|--|
| <b>Number of complaints</b>  | <b>3</b>   |
| <b>Description nature of complaint</b>   | <b>Description of solution</b>   |
| Parent does not agree with the spread out of drop-off times which are enforced due to the corona measures. | We explained to the parent that we need to make sure to prevent any crowdedness on the playground. Eventually we shortened the time to 15 minutes. |
| Proposed activities for parents not “corona-proof”.  | Message has been removed from Ouderportaal and apologies were made.  |
| Parent was wondering why communication was sent in English.  | We explained to the parent that we communicate in either language. This depends on which employee sends the message.                               |

### 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 Rivierenbuurt,

Danica Belic  
Team leader