

# Complaints Report 2021

## 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.

<i>Titel document:</i>	<i>Datum laatste versie:</i>
Klachtenrapportage Hestia Amstelveen 2021	1-2-2022

## Complaints Day Care

### Complaints from the parent advisory committee

The parent advisory committee from Hestia Amstelveen has not filed any complaints during 2021. 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.

<b>Number of complaints</b>	<b>2</b>
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<b>Description nature of complaint</b>	<b>Description of solution</b>	<b>Tenor of judgement</b> <i>(Justified / partly justified / not justified)</i>
Complaint regarding the exchange policy.	Complaint has been handled in accordance with the internal route. Employees of Hestia have contacted the parents at various times to deal with the complaint. The procedure has been explained by several employees. Their explanation also includes the effect of the shortage on the labour market. At the end of the procedure, the parent did not agree with our side and decided to go to the Geschillencommissie.	Partly justified. Hestia has learned lessons from the situation. Our conclusion is that with regard to the handling of requests for exchange or extra days, communication needs to be faster and clearer, despite all reactions regarding the situation having taken place within the stipulated timeframe.
Complaint regarding the sleeping pattern of a toddler.	Hestia's policy has been discussed with the parent. We showed understanding for the parent's situation and, in consultation with the parent, found a compromise within our working method that the parent also felt happy with.	Partly justified.

### Complaints through the external route

Parent advisory committee

The PAC has not lodged any complaints with the Geschillencommissie during 2021.

<i>Titel document:</i>	<i>Datum laatste versie:</i>
Klachtenrapportage Hestia Amstelveen 2021	1-2-2022

Parents

<b>Number of complaints</b>	<b>1</b>
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<b>Description nature of complaint</b>	<b>Description of solution</b>	<b>Tenor of judgement</b> <i>(Justified / partly justified / not justified)</i>
Complaint regarding the exchange policy.	Complaint has been handled in accordance with the internal route. Employees of Hestia have contacted the parents at various times to deal with the complaint. The procedure has been explained by several employees. This explanation also included the effect of the shortage on the labour market.	Not justified. After receiving the complaint, the Geschillencommissie decided not to deal with it. Taking into account the situation and the handling of the complaint by Hestia, the Geschillencommissie has decided that it cannot add anything.

Hestia is pleased with the decision of the Geschillencommissie. At Hestia we consider it important to take complaints from parents seriously and to take every opportunity to improve the service. We are pleased to learn that the Geschillencommissie is positive about our internal complaints procedure and handling of the complaint.

<i>Titel document:</i>	<i>Datum laatste versie:</i>
Klachtenrapportage Hestia Amstelveen 2021	1-2-2022

## Complaints Afterschool Care

### Complaints from the parent advisory committee

The parent advisory committee from Hestia Amstelveen has not filed any complaints during 2021. 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.

<b>Number of complaints</b>	<b>3</b>
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<b>Description nature of complaint</b>	<b>Description of solution</b>	<b>Tenor of judgement</b> <i>(Justified / partly justified / not justified)</i>
Complaint regarding decision compensation COVID-19.	The decision not to compensate parents was based on a settlement of additional costs incurred by Hestia related to COVID-19. These extra costs have not been passed on to parents throughout 2021. Parents were of the opinion that the services provided and extra leniency during the covid procedure did not outweigh the decision not to compensate. Hestia then decided to settle the extra care hours not invoiced (due to changing school hours) for the year 2021 against potential compensation amount and to compensate the remainder. Complaint has been submitted on behalf of several parents.	Partly justified.
Complaint regarding bullying behaviour at the BSO.	Parent has emailed to cancel the contract because improvement was not forthcoming. The complaint has been given high priority. There has been a lot of intensive contact with the parent and a lot of attention has been paid to the dynamics in the group. Before the end of the notice period, the situation had improved to such an extent that the parent decided to withdraw the notice.	Justified.

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<b>Description nature of complaint</b>	<b>Description of solution</b>	<b>Tenor of judgement</b> <i>(Justified / partly justified / not justified)</i>
Complaint regarding the adherence to GGD quarantine advice.	The parent was explained in various ways why the child had to be quarantined. Parent did not agree with Hestia's explanation. After contacting the GGD, the parent accepted the situation.	Not justified.

### Complaints through the external route

#### Parent advisory committee

The PAC has not lodged any complaints with the Geschillencommissie during 2021.

#### Parents

Parents have not lodged any complaints with the Geschillencommissie during 2021.

Recorded in Amstelveen,

Robin Pieplenbosch  
Location manager Hestia Amstelveen

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Klachtenrapportage Hestia Amstelveen 2021	1-2-2022