

# Complaints Report 2021

## 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 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 Rivierenbuurt 2021	1-2-2022

## Complaints Day Care

### Complaints from the parent advisory committee

The parent advisory committee (PAC, Dutch abbreviation OAC) 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 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>
Multiple PM'ers leaving in a short time period	Explained to parents that the PM'ers who left Hestia did not leave out of dissatisfaction. Almost all of the PM'ers (all expats) have left for abroad and left the childcare industry. One employee was university educated and has continued in the field of her studies. One employee has moved to Friesland and started working closer to home. One employee did not leave employment at all, but went into long-term absenteeism due to issues with her pregnancy.	The complaint is justified, the departure of many employees is undesirable, but not something caused by Hestia.
Customer not contacted for a tour in a timely manner.	Customer was approached again via telephone and email, and a tour was scheduled.	Unjustified. Customer was contacted for a tour multiple times, both via email and phone.
Parents did not feel heard after questions about their child's sleeping habits. The question was if we could wake the child.	Explained to the parents that we follow the child's cues in our practice and assume the child is competent. Children are not obligated to sleep, but sleep when necessary.	Unjustified.

### 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.

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## Complaints Afterschool Care

### Complaints from the parent advisory committee

The parent advisory committee (PAC) from Hestia Rivierenbuurt has not filed any complaints during YEAR. 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		4
Description nature of complaint	Description of solution	Tenor of judgement <i>(Justified / partly justified / not justified)</i>
Bullying behaviour between two boys	The PM'ers talked to the children involved and the rest of the group about bullying. The children involved were observed and interventions were initiated. The bullying has stopped.	Justified
No Dutch speakers amongst permanent staff	Explained to parent that we are having trouble finding employees for the BSO. The lack of Dutch-speaking permanent employees is currently managed by deploying Dutch-speaking substitutes.	Partly justified
Many changes in staff	Explained to parent that we are having trouble finding employees for the BSO. Simply put, there is a national shortage and if people decide to depart and/or leave childcare entirely, it is very difficult to replace them, especially because BSO has small contract options.	Partly justified
No guaranteed care during study days	None. Parents are informed in various ways about the fact that childcare can only be offered during study days if there are sufficient registrations. These days are also not included in the customer's contract hours.	Unjustified

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## 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 Amsterdam,

Danica Belic

Location manager Hestia Rivierenbuurt

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Klachtenrapportage Rivierenbuurt 2021	1-2-2022