

Complaints Report 2022

Hestia Amstelveen



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 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.

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Klachtenrapportage 2022	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 2022. 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 (1 day care, 1 half day care)
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Description nature of complaint	Description of solution	Tenor of judgement <i>(Justified / partly justified / not justified)</i>
<p>Through the parent portal, the parent responds to a message that was shared regarding changes in the team. The first message that was shared states that three employees will leave Hestia Amstelveen on 20 August. Parent responds to this message that he has already expressed concern several times about the problem with the pedagogical staff. Parent indicates that there are not enough employees. In the same message, but also at a later time, the parent indicates that there was a bee around his daughter that tried to sting her. The problem was that she cried because of it and there was no one to take care of her.</p>	<p>Acting manager responded via email. The email explains the policy regarding the child ratio, the duties of the staff, the schedules of the staff and information employees of the green group.</p> <p>Finally, the incident with the bee is discussed. The deputy manager described why the actions went the way they did. Finally, she asked if the parent can give more explanation about his frustrations.</p>	<p>Partly justified. Concerns about staff are justified. The bee case is unfortunately an unavoidable one as bees are very present in the summer. After explanation, it also turned out that the situation of the complaint did not turn out to be as described in the first instance.</p>
<p>Complaint came in via email. In the email, the parent describes that her son came home with injuries, the employee complains about her son's behaviour, that her son had been in the bushes and that her son was covered in sand. No further description has been given about where the sand was or about what the employee's complaints were exactly.</p> <p>Later that same day, the parent sent a photo showing scabs from a wound.</p>	<p>The same day the complaint was received, the location manager contacted the parent. This was first done via email, but after the second message the contact was moved to telephone contact. During this contact, the location manager advised the parent to visit the GP regarding the remark about child abuse. The parent indicates that she is not sure whether she will do this.</p> <p>After this conversation, both parents came to the location again with their child.</p>	<p>Not justified. This judgment is issued because there is no official confirmation of child abuse. In addition, parents were asked at various times to discuss their son's behaviour. This was refused. They describe the handover of information that parents received from the employee as 'complaining'.</p> <p>No further explanation could be given by either party.</p>

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<p>She adds to the photo that the skin of the child's face has been pulled and turned black, and on the back is pinched with nails. In her message she writes "this is pure child abuse."</p>	<p>Before they enter, the assistant manager approaches them. She indicates that before the child goes to the group, she first wants to have a conversation with the parents about the events. The parents refuse, raise their voices and indicate that they do not want to speak to the assistant manager, but only the other employee. This is described with different words in a loud and angry tone. Assistant manager asks the parents to come in for a meeting, otherwise she will withdraw. Parents indicate that they do not want to talk and leave.</p>	<p>In addition, the complaint about their child playing in the bushes because he did not cooperate was submitted. At Hestia, children can play elsewhere if they do not want to participate in an activity. Playing in the bushes is also allowed at Hestia and is part of risky play. In addition, the complaint about a lot of sand is unclear and no further explanation can be given. The child played in the sandbox that day, which probably caused sand to get into the clothing or hair. Getting dirty while playing is part of playing. Therefore, this complaint is also unfounded.</p>
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Complaints through the external route

Parent advisory committee

The PAC has not lodged any complaints with the Geschillencommissie during 2022.

Parents

No parents have lodged any complaints with the Geschillencommissie during 2022.

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Complaints Afterschool Care

Complaints from the parent advisory committee

The parent advisory committee from Hestia Amstelveen has not filed any complaints during 2022. 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	1
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Description nature of complaint	Description of solution	Tenor of judgement <i>(Justified / partly justified / not justified)</i>
The complaint was submitted via email. In the email, the parent mentions that her child was picked up from school too late. She also states that she was never informed about this incident by Hestia. In addition to this complaint, the parent noted that this is not the first time that her child has been picked up late by Hestia.	The location manager responded via email and first of all apologized. The solution offered is to make a weekly pick-up list that is subsequently checked daily before the children have to be picked up.	Justified. Picking up the children from school is the responsibility of Hestia. If something goes wrong here, we are responsible.

Complaints through the external route

Parent advisory committee

The PAC has not lodged any complaints with the Geschillencommissie during 2022.

Parents

No parents have lodged any complaints with the Geschillencommissie during 2022.

Nanette Baudert

Assistant manager Hestia Amstelveen

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