

# Complaints Report 2022

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 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 2022	1-2-2022

## Complaints Day Care

### Complaints from the parent advisory committee

The parent advisory committee from Hestia Rivierenbuurt 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.

<b>Number of complaints</b>	1
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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>
Insufficient action after fall in the garden.	The parent was extensively informed about the event and how the pedagogical staff member acted and why the choice was made not to contact the parent after the fall. This is insufficient for the parent and the parent chooses to submit the complaint to the Dispute Committee (In Dutch: Geschillencommissie. See also 'Complaints from an external route' )	Unfounded. Hestia Kinderopvang does not believe that there has been any wrongdoing and is supported in this by the Dispute Committee.
A lot of changes in staff	It has been explained to the parent that we are having trouble finding employees. After all, there is a national shortage and if people decide to leave and leave childcare, it is very difficult to replace them.	Partly justified. The complaint is partly justified, because the departure of many employees is undesirable. However, this is not something Hestia has had an influence on.

### Complaints through the external route

#### Parent advisory committee

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

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

Parents

<b>Number of complaints</b>	1
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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>
Same complaint as above - Insufficient action after fall in the garden that parents no longer have confidence in Hestia. Parents want the notice period to be waived.	The parent was extensively informed about the event, how the pedagogical staff member acted and why the choice was made not to contact the parent after the incident. The parent has brought the complaint to the Dispute Committee because the contract is being terminated and the parents do not want to take the notice period into account.	Unfounded. Hestia Kinderopvang does not believe that there has been any wrongdoing and is supported in this by the Dispute Committee.

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Klachtenrapportage 2022	1-2-2022

## Complaints Afterschool Care

### Complaints from the parent advisory committee

The parent advisory committee from Hestia Rivierenbuurt 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.

<b>Number of complaints</b>	2
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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>
Incident occurred on an outing during the holidays. Parents believe that our policy regarding outings should be changed.	In several conversations with the parents, it was explained what our policy is and why Hestia has this policy. It has been sufficiently explained why Hestia sees this as an incident and does not consider any change in policy necessary.	Unfounded. The policy for outings is safe.
Dissatisfied with the number of exchange days.	It has been explained several times that the exchange policy is a service and not a right. Our exchange policy is included in the house rules and parents receive this when an offer is made for placement. The parent is not satisfied with an explanation of the policy and takes the complaint to the Dispute Committee. See also 'Complaints from an external route'.	Unfounded. Hestia offers exchange days as a service, not as a right of the customer.

### Complaints through the external route

#### Parent advisory committee

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

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

Parents

<b>Number of complaints</b>	1
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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>
Dissatisfied with the number of exchange days	It has been explained several times that the exchange policy is a service and not a right. Our exchange policy is included in the house rules and parents receive this when an offer is made for placement. Hestia has ceased the placement of the children because of libel and slander. Parent wants her placement back. The Dispute Committee will decide on this in 2023, which will be included in the 2023 Complaints Report.	Unfounded. Hestia offers exchange days as a service, not as a right of the customer. We await the decision of the Dispute Committee in confidence.

Kelly Horn

Assistant location manager Hestia Rivierenbuurt

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