



Complaints procedure for clients

You receive assistance from the **Steunpunt Vluchtelingen De Bilt** with practical matters in daily life. This help is provided by volunteers. They work under the supervision of a coordinator. Everyone adheres to clear rules of conduct.

The volunteer will help you, for example, with:

- Completing forms
- Applying for benefits or health insurance
- Answering your questions

1. Important rules for support

- Your information is kept in a personal file. You can view this file at any time.
- Your personal information will only be shared with others if you give permission for this.
- Our volunteers will treat everyone equally. It doesn't matter where you come from, what your religion is, or what your gender or sexual orientation is.
- Our volunteers will respect your boundaries and those of your family. They will not abuse their position.

2. Not satisfied with the support?

It might happen that you are not satisfied with the support you receive. For example:

- You have a difference of opinion with your support worker.
- You don't feel properly helped.

Then follow the steps in Scheme A.

- Are you experiencing unwanted or boundary-crossing behaviour?

Then follow the steps in Scheme B.

Scheme A – In case of dissatisfaction or a conflict

Step 1: First discuss your complaint within the organisation.

- Discuss your complaint with the person you're complaining about.
- If that doesn't help, speak with his or her supervisor.
- If you still can't resolve the issue or would like assistance with the conversation, proceed to Step 2.

Step 2: Contact the chair of the regional complaints committee (see email address below).

- This person will help you find a solution together.
- If you can't find a solution, proceed to Step 3.

Step 3: Submit an official complaint to the complaints committee (for example, using a complaints form).

Step 4: The complaints committee investigates your complaint

- They will listen to both sides of the story.
- They will give an opinion on the complaint.
- They will provide advice on what to do next.

Scheme B – In case of undesirable or inappropriate behaviour

Step 1: First discuss your complaint within the organisation.

- Discuss your complaint with the employee in question.
- If that doesn't help, speak with his or her supervisor.
- If you can't find a solution or need assistance with the conversation, proceed to step 2.

Step 2: Contact the organization's confidential adviser.

- This person will help you find a solution.
- The confidential adviser will be on your side.
- You can choose whether you want a male or female confidential adviser.
- If you can't find a solution, proceed to step 3.

Step 3: Submit an official complaint to the complaints committee (for example, using a complaints form).

Step 4: The complaints committee investigates your complaint.

- They will listen to both sides of the story.
- They will give an opinion on the complaint
- They provide advice on what to do next.

Contact details

The Complaints Committee can be reached at the following email address:

klachtencommissie@regioverband.nl

The confidential advisers can be reached at the following email address:

vertrouwenspersonen@regioverband.nl. You can indicate in your email whether you would like to be assisted by a female or male confidential adviser.