

Introduction

The regulations apply to the entire range of services provided by Saba Cares. It thus complies with the Dutch law on Quality Complaints and Dispute handling of 1 January 2016¹.

The settlement of complaints is an essential part of Saba Cares' quality policy. This does not only mean good handling in the formal sense, but also effective handling of complaints through mediation. After all, by entering into dialogue with the complainant at an early stage, the chance of finding a solution satisfactory to all parties is increased and unnecessary escalation can often be avoided.

Saba Cares seeks to be a learning organization. After the complaint is dealt with to the satisfaction of the complainant, we want to formulate a recommendation for the adjustment of the working method from the conclusions. This is based on the idea: "A complaint is free advice". Many clients/patients submit a complaint with the motivation that what happened to them should not happen to others. They also want the organization to learn from its mistakes.

The purpose of complaint management is to offer the client/patient a listening ear and to respond seriously to the event(s) that led to the complaint. Subsequently, Saba Cares wants to learn from the justified complaints and adjust its working method. This should lead to an improvement in care.

For more information regarding this regulation or to file a complaint, please contact the complaint officer via telephone or email.

Telephone number: +599 416 3288 ext. 303

Email: complaint.officer@sabacares.org

Website: www.sabacares.org

¹ Wet kwaliteit, klachten en geschillen zorg van 1 januari 2016

Subject: Complaint Regulations	Reference: QC-POL-001
Category: Quality Control	Version: 7
Document Owner: Quality Officer	Pages: 8
Effective date: 28-08-2023	Revision: 28-08-2025

Article 4 How to file a complaint

1. Complaints can be filed:
 - a. in writing to the Complaint Officer
 - b. by filling in the complaint form on the website: www.sabacares.org

2. The complaint must be filed within one year after the date on which the complainant became aware of the behavior. A complaint that is filed after this date will not be handled unless there is a valid reason to do so.

Article 5 Filing an anonymous complaint

1. Information about the Complainant such as name, complaint description, and motive for filing the complaint to the individual against whom the complaint is filed. It would not be possible for the Complaint Officer to do this if the complaint was made by an anonymous source. Individuals appreciate being able to know who filed the complaint against them.

2. We are unable to take a complaint further than a suggestion if the complainant does not provide us with his/her name and contact information. If the complainant files a complaint on behalf of a patient it is important to also provide us with his/her name.

3. Anonymous complaints can be filed to the Inspectorate of Health. The steps are as follows: go to the website <https://www.igi.nl>, next go to Meldpunt burger (Citizen's reporting point) next go to Contactformulier landelijk meldpunt zorg (Contact form for national healthcare reporting) after clicking this, the complaint form will open. The form is then ready to be filled out.

Article 6 Receiving of a complaint

1. Upon receipt of the complaint, the complainant will receive a notice of receipt, and a copy of the complaint regulations.

2. Also immediately, after receiving the complaint, the employee concerned and one of the Managers will be informed of the complaint.

3. When mediation is necessary after the investigation, the complainant will be asked if they agree with a mediation attempt. If the complainant does not respond to the question within 4 (four) working days after the date of receiving the notice, the complainant's consent will be assumed. The complainant will be invited for a mediation interview.

4. When mediation is not necessary, the complainant will be invited for the discussion of findings of the investigation. Therefore, providing the complainant the outcome found in the investigation and giving the complainant an appropriate resolution in accordance to the

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findings. A copy of the investigation report will be provided after the meeting. Outcome of the complaint will be documented.

Article 7 Complaints handling by mediation

The aim of the mediation is for both parties to hear each other and come to a satisfactory solution to the complaint. The Complaints officer supervises the mediation process but makes no substantive judgment on the solution.

1. The complainant will be invited for a mediation interview within 4 days as described in Article 4.3. The employee against whom the complaint is addressed is present at this meeting. If the parties or one of the parties do not wish to discuss the complaint with each other in the same meeting, the Complaints officer can discuss the complaint with each of them separately. This does mean that the decision on the assessment of the complaint lies with the Complaints Officer.
2. If the complainant wishes to have a 'preliminary interview' prior to the mediation with the complaints officer alone, this is possible.
3. The 'preliminary interview' of the mediation interview itself will take place as soon as possible, in consultation with the complainant. At his request, the complainant may be accompanied by a person of his choice.
4. The mediation will be carried out, irrespective of the number of conversations held, within a period of three weeks.
5. If the complaint is resolved through mediation, the Complaint Officer will inform the complainant within four working days in writing, with a description of the solution.
6. If the complaint is not solved, or partially solved, it will be confirmed to both parties by the Complaints officer within four (4) working days in writing, stating the reasons.

Article 8 Complaints handling of inadmissible case

1. Complaints are carefully investigated. The complaint is considered inadmissible, if the Complaint Officer found that it is beyond the capacity and authority of Saba Cares.
2. If instance, the complaint is found to be inadmissible, the Complainant will be informed in writing within four (4) working days with the investigation and decision on the complaint.



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Article 9 Response Time

1. Saba Cares processes the complaint upon the receipt, no later than five (5) working days. The complainant will be informed of the progress of the complaint.
2. If the complaint needs more time to process, the complainant will be notified in writing, stating the reason for the delay and the period needed to complete the investigation of complaint.
3. The complainant is expected to acknowledge the receipt of the progress of the complaint. Non-compliance from the complainant will permit the closure of the complaint as in Article 10.4.

Article 10 Decision of the Complaint

1. The decision about the complaint will be made after the investigation on both parties completed and take measures if necessary.
2. The decision of the complaint will be communicated to the Board of Directors.
3. The decision is communicated in writing to the complainant.
4. The decision is a final judgement and cannot be appealed.

Article 11 Closing the complaint

1. The Complaint will be considered closed when a final response has been sent to the complainant. The Complainant will be informed of the resolutions in writing. The date of closure will be recorded.
2. Or if at any point the complainant informs the Complaint Officer in writing that they consider the matter to be closed. The date and if needed the reason for the closure of the complaint will be recorded.
3. For inadmissible case, the complaint will be considered closed once the Complainant received the complaint investigation report. A copy of the report will be filed in the complaints folder. The date of closure will be recorded.
4. If the Complaint Officer does not receive any response from the Complainant, the complaint will be considered closed after 28 days.



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Article 12 Recording and accountability

1. An annual report on the handling of complaints will be written by the Complaint Officer. This report shall be kept in the complaints folder.

2. A full record of the complaints will be retained by the Complaint Officer for 5 years after the complaint has been resolved.

Approved by

NAME	TITLE	SIGNATURE	DATE
Judith Meijer	Board of Directors		
Claire Nuyens	Manager Services		
Lisette Riley	Manager Patient and Client Care		
Luz Nejar	Quality Officer		



saba cares
Caring together for Saba!

Complaint Form

This form is for you to make a complaint, in the strictest confidence, to the Complaint Officer. The use of this form will help us to consider your complaint quickly. If you have any questions on how to fill in this form, please contact the Saba Cares Complaint Officer via (+599) 416 3288 extensions 303. Please fill in the form in blue or black ink, giving us as much detail as you can.

Details of your complaint

Please describe your complaint as fully as possible. Explain exactly what happened, where it happened, and the dates when it happened. If there is more than one person involved, please explain how each person was involved.

What is the complaint?

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Why are you deciding to bring a complaint?

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What do you hope to achieve by sending the complaint to us?

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Are you complaining about a staff member?

Name employee	
Since when did you have this problem?	

Any other comments? Please write them here:

Your details

Title (Mr., Mrs., Ms., etc.)

Your full name

Who are you (for example patient, patient's relative, patient's next of kin, patient's solicitor, etc)

The patient's full name (if you are not the patient)

The patient's date of birth

Gender

If you are complaining on the patient's behalf, you would need to have them put your name in the declarations below.

I agree for

making this complaint on my behalf.

The patient's signature

Date

Your address

Your telephone number

Your email address

We are unable to take your complaint any further than a suggestion if you do not provide us with your name and contact info.

Checklist

Please make sure that you have:

- given us the full name of the employee(s) involved
- described your complaint as fully as possible
- given us your name and your contact details

When you have completed this form, please address it to:

Complaint Officer
Saba Cares
The Bottom,
SABA

Thank you for completing this form. We aim to contact you within 4 working days of receiving your complaint

