

Little Europe

Complaints Procedure



We think it's important that you are satisfied with the care and service at Little Europe. It is of course possible that you still have a complaint. Let us know and together we will try to find a solution. Becky and Elsbeth are always there to be your first points of contact.

You can report a complaint about the behaviour of a staff member, either towards a child or parent. A procedure or rule within the organisation or a contract between the parent and the childcare service.

If the situation is not resolved after meeting face to face with us the following procedure can be followed;

Written complaint (internal)

All written complaints will be answered within five working days. If the complaint is about a member of staff they will be given three days to respond either in writing or verbally to the complaint. All complaints will be dealt with sensitivity and thoroughly investigated.

In your written complaint please include the following information;

- The date of complaint.
 - Your contact information.
 - The name of the staff involved, if it relates to a staff member.
 - A description of the complaint.
1. The management will keep the parent informed of the progress of the complaint procedure as it develops.

2. The management will respond to a written complaint at the latest within five working days and endeavour to find a satisfactory solution within six weeks. Taking into account the nature of its complexity.
3. The management will provide the parent with a written and reasoned review of the complaint including the proposed solution/s
4. The management will set a strict time frame in which any measures will be implemented.

Written complaints are anonymously recorded in the complaints record and shared with the GGD and the Parents Association as per the childcare law. You can send a written complaint to Elsbeth or Becky by mail. playschoollittleeurope@gmail.com

External complaint

If the outcome of the written complaint is not resolved to your satisfaction you can contact the [Klachtenloket Kinderopvang](#). This helpdesk is available for free information, advice and mediation between parents and the childcare facility.

Parents can also contact [Kinderopvang - De Geschillencommissie](#). Childcare facilities in Holland including Little Europe are legally required to register with the *Geschillencommissie*. You can take your complaint to them and they will make a binding judgement. Complaints must be brought to the *Geschillencommissie* within 12 months of the initial complaint brought to Little Europe.

You can go directly to the *Geschillencommissie* if you have not had any reply from your written complaint from Little Europe within six weeks or if the complaint you wish to make is about the person you would have to address the complaint to.

It is advisable to make contact with the *Klachtenloket* before contacting the *Geschillencommissie* so they can advise the best course of action.