

Complaints Procedure

Your psychologist is affiliated with the complaints procedure of the Netherlands Institute of Psychologists (NIP). This brochure provides information on how you, as a client, family member, or relation, can express your dissatisfaction or complaints about a psychologist who is part of this complaints procedure.

Purpose

The complaints procedure aims to resolve your dissatisfaction as quickly as possible, to prevent similar issues or complaints, and to contribute to the quality of care.

The guiding principle is that psychologists affiliated with the NIP strive to perform their work as well as possible. However, human errors and oversights cannot always be prevented. Misunderstandings may also arise in communication and interactions, which can lead to dissatisfaction and complaints.

Step 1: Resolving It Together

If you experience dissatisfaction or have a complaint, it is best to discuss it directly and openly with your psychologist. This is often the quickest way to find a solution.

Step 2: The Complaints Officer

If you find it difficult to discuss a complaint with your psychologist, or if you are not entirely satisfied with the outcome of your discussion, you can submit your complaint to the independent complaints officer at [Klachtenportaal Zorg](http://klachtenportaalzorg.nl). They can advise you on how to resolve your issue.

It is also possible that your complaint should be submitted to an external authority, such as the Regional Disciplinary Board for Healthcare. This applies if the psychologist in question is registered in the BIG register. You can check this here: [BIG Register](http://bigregister.nl).

If the psychologist has a NIP registration, you can also submit your complaint to the NIP Supervisory Board. More information can be found here: [NIP Complaints and Disciplinary Law](http://nipcomplaints.nl).

The complaints officer at Klachtenportaal Zorg will help you determine which option is best for your situation.

Step 3: Mediation or Complaints Committee

Mediation

If you choose mediation, the complaints officer can act as a mediator between you and the psychologist. This often leads to a relatively quick resolution.

If you are not satisfied with the outcome of the mediation, you can always choose to have your complaint handled by the complaints committee.

Complaints Committee

The complaints committee is an independent body that makes a ruling on your complaint. The complaints officer can provide you with more information about this procedure and assist you in drafting a formal complaint letter if necessary.

Practical Information

Who Can File a Complaint?

A complaint can be submitted by

- A client or former client of an affiliated psychologist
- Their legal representative(s)
- Their next of kin
- An authorized representative appointed by the client, or another close person
- In the context of youth care, a complaint can also be submitted by a minor, parent, or foster parent, implementing a child protection measure, or juvenile probation.

Submitting and processing a complaint is free of charge. Your personal data will be treated confidentially.

Contact

You can submit a complaint via [Klachtenportaal Zorg](#). More information about the complaints procedure can be found on their website.