



# Complaints procedure for clients

You receive assistance from the **Vluchtelingenwerkgroep Utrechtse Heuvelrug** 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](mailto:klachtencommissie@regioverband.nl)

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

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