

---

## Complaint procedure clients

### Medisch Centrum Kinderwens

---

#### You have a complaint

We do our best to provide you with the best possible service. However, it is possible, that despite these efforts, you are not satisfied with the services provided. We think it is important to know your opinion about this. If we hear from you what you are not satisfied with, we can make specific efforts to improve our service. If you are not satisfied with us or our way of working, you can file a complaint. You can do this in three different ways:

#### 1. Discuss the complaint with the person(s) involved

Experience shows that discussing your complaint with the person or persons involved is often enlightening. It may be that this conversation does not lead to the desired result or you find it difficult to enter into this conversation. In that case, we advise you to contact our complaints officer.

#### 2. The complaints officer

The complaints officer will discuss with you the possibilities of handling your complaint. If your complaint concerns a person, she may be able to mediate between you and that person. The complaint officer has an independent position within Medisch Centrum Kinderwens (MCK).

You can call, e-mail or write to the complaints officer:

1. *Call:* 071-5812306 (only written complaints will be considered)
2. *Email:* [Klachten\\_mckinderwens@tfp-fertility.com](mailto:Klachten_mckinderwens@tfp-fertility.com)
3. *Written:* Medisch centrum Kinderwens  
Attn. the complaints officer  
Simon Smitweg 16  
2353 GA Leiderdorp

#### The procedure

Once we have received your complaint, we will send you a confirmation by e-mail. The complaints officer will investigate your complaint and ask the person(s) involved to respond. Based on the result, the complaints officer will invite you for a meeting to discuss your complaint or you will receive a written response.

In principle, your complaint will be dealt with within 6 weeks. Should the investigation take longer, this period can be extended by a maximum of 4 weeks. Of course, you will be notified of this.

#### Not satisfied with the complaint handling

If you are still dissatisfied after the complaint officer's handling, you have several options:

1. If you have a complaint against a medical professional, you can file a complaint with the disciplinary court.

2. If you can prove that your complaint indicates a structural abnormality at MCK, you can submit your complaint to the Health Care Inspection. A report must meet a number of conditions.
3. If it concerns property or personal injury, you can submit your complaint to the Disputes Committee for Independent Clinics.

### 3. The disputes committee

MCK is affiliated with the disputes committee of the Independent Clinics Netherlands (ZKN). The disputes committee consists of three members and is completely independent and impartial. The disputes committee gives a binding advice or promotes a settlement between the client and MCK. This may be up to a maximum amount of € 25,000. At the start of a dispute procedure, the client will owe a complaint fee (€ 52.50). He/she must also deposit any unpaid portion of the bill.

For more information: [Geschillencommissie Zelfstandige Klinieken](#).