

Stichting Wende is an organisation providing a shelter for women and is one of the partners tackling domestic violence in the region of The Hague, Zoetermeer and surroundings. Based on years of experience and expertise, the organisation offers an accessible shelter for women, prevention, information and advice, ambulatory help and temporary accommodation in the case of domestic violence. Stichting Wende is recognised under the Exceptional Medical Expenses Act (AWBZ).



P.O. Box 85711
2508 CK The Hague
tel. 070 310 68 78
fax 070 312 18 95
www.stichtingwende.nl
info@stichtingwende.nl

Deze folder is ook beschikbaar in het Nederlands.
Este folleto está disponible en español.
Bu broşürün Türkçesi de bulunmaktadır.

هذا المنشور متوفر أيضا باللغة العربية

'A complaint? Don't keep it to yourself!'

Stichting Wende complaints procedure



070 310 68 78

available: on working days between 9.00 a.m. and 5.00 p.m.

“A complaint? Don’t keep it to yourself!”

Stichting Wende has a complaints procedure. This means that you, as a client, can submit a complaint about matters you are dissatisfied with. You can also submit a complaint if you no longer currently make use of the services of Stichting Wende. Stichting Wende will do everything possible to ensure that your complaint is carefully dealt with and solved where possible. A few examples of complaints:

You believe that

- the organisation or staff handle your personal details without due care;
- you are treated differently on account of belief, origin or sexual orientation;
- the living conditions in the facility leave much to be desired.

If you have a complaint you can preferably contact your own social worker or caseworker.

In an interview she will establish what your complaint is and try to solve it together with you. If you are dissatisfied about the handling of your complaint, you will be asked to discuss it with the manager of the social worker or caseworker. You can also choose to submit your complaint in writing to the regional complaints committee. If you wish, your social worker, caseworker or another member of staff of Stichting Wende can help you put down your complaint on paper.

The procedure for submitting a complaint to the regional complaints committee is described below.

You can submit your complaint yourself, but you can also have it done for you by a legal representative or by someone who you have authorised. Next of kin can also submit a complaint. You can submit your complaint up to one year after the end of the assistance. If you wish, a member of staff from your own organisation can help you put down your complaint on paper. When submitting a complaint you must include your name and postal address.

If you think that a member of the complaints committee is unable to make an impartial decision you can object to their participation on the committee.

The complaints committee will deal with your complaint within two months. If the committee considers it necessary, it may ask for more information from you, from those who you have complained about and from the organisation. The committee is only allowed to do this after permission has been granted.

It asks the person who you have complained about to respond to your complaint and then asks you to respond to this. If the committee considers it necessary, both you and the person accused will be asked to provide a verbal explanation. The committee will then let you know whether it is in agreement with your complaint or not. The board of the organisation then decides whether steps will be taken and, if so, which.

You can always retract your complaint. You should do this in writing to the complaints committee. The complaints committee does, however, retain the right to investigate the complaint further.

All those involved are sworn to secrecy; they will not talk about your case with others.

You don’t have to submit a complaint on your own. You can ask anyone for advice and assistance. This could be a member of your family, a good friend, a clergyman or a lawyer. Bear in mind that there are costs associated with the deployment of professional assistance, which you will have to pay yourself. The handling of your complaint by the complaints committee is free of charge.

You can obtain a copy of the regulations of the regional complaints committee from your social worker or caseworker.

If you still have any questions about submitting a complaint to the regional complaints committee after reading this information, you can contact the manager.

You can address your complaints to the Regional Complaints Committee, for the attention of the Secretary, P.O. Box 85711, 2508 CK The Hague.

The following organisations are affiliated to the regional complaints committee: Rosa Manus from Leiden, Vrouwenopvang Zuid-Holland (Ricardis) from Delft, VOC Midden-Holland from Gouda and Stichting Wende from The Hague.