

Internal Complaints Procedure

We look after children in our various types of care every day and to the great satisfaction of parents. KinderRijk makes every effort to continuously provide quality childcare. Yet, childcare involves work done by people and where people are at work, things can go wrong, which may result in parental dissatisfaction. We want parents to find their way to us in case they are dissatisfied. KinderRijk provides various opportunities for them to express their dissatisfaction, whether by discussing their discontent or by officially filed written complaints. All these expressions are observations or needs for better coordination and opportunities to make structural improvements to our services.

We have drawn up the internal complaints procedure below for submitting official written complaints. The complaints procedure describes our method of handling and registering complaints from parents. The procedure meets the requirements of the Childcare Act, Articles 1.57b and 1.57c and applies to all services provided by KinderRijk.

KinderRijk's Complaints Procedure

1. Definitions

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| Organisation: | Stichting KinderRijk, in short: KinderRijk |
| Staff Member: | persons employed by KinderRijk, or persons working through an agency (e.g. agency staff, the sports teacher, etc.). |
| Complaints Officer: | employee who receives the complaints and monitors the procedure and handles complaints on behalf of the holder (i.c. Stichting KinderRijk). |
| Manager: | person in charge of the location where the child is placed and/or the person with regard to whom the complaint is made. |
| Parent: | the relative by blood or marriage in the ascending line or the foster parent of a child who uses or has used childcare at KinderRijk. This may also be a care person with legal custody of the child. |
| Parent Committee: | a parent committee of a KinderRijk location or the Central Parent Council of Stichting KinderRijk. |
| Holder: | The entity which the company is part of, as referred to in the 2007 Trade Register Act, and which operates a child centre or a host-parent centre with that company. In this case, Stichting KinderRijk. |

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| Complainant: | parent or parent committee filing a complaint. |
| Complaint: | a formal, written expression of dissatisfaction that has not been or cannot be remedied through informal consultations. |
| Childcare Complaints Desk: | section of the Childcare Disputes Committee which can be consulted by parents, parent committees and childcare organisations for information, advice and mediation. |
| Disputes Committee: | a dispute resolution committee recognised by the Ministry of Justice and Safety. Its rulings are binding. |
| Written/In Writing: | an e-mail or electronically completed form on a website or a letter by post. |
| Agreement: | the contract and its (additional) general terms and conditions. |

2. Filing an internal complaint

2.1 A complaint can be submitted to us regarding:

- a KinderRijk staff member's conduct, or of someone working on the instructions of KinderRijk in respect of a parent or child;
- a method or rule at KinderRijk;
- the agreement between KinderRijk and the parent(s).

2.2 Please submit your complaint to us in writing. If you have difficulties writing your complaint, you can ask a staff member or the location manager or department to help you put your complaint in writing. Submitting the complaint in writing is necessary to officially process your complaint. This allows us to properly record complaints received, find solutions and improve our quality standards.

2.3 Please do not wait too long filing your complaint and make sure to submit your complaint to us within a reasonable period of time after it has arisen. The sooner you submit your complaint to us, the better we can investigate and assess it. We consider two months to be reasonable, unless you can explain to us why you are filing this complaint at a later stage.

2.4 Your complaint must include the following information:

- Date on which you file the complaint
- Your name, e-mail address and telephone number
- Your child's name

- The childcare location and possibly also the group that is subject to your complaint
- The staff member's name, if your complaint is related to the conduct of this staff member
- The staff member's name if you have already discussed the complaint at the location
- A description of the complaint.

2.5 The complaint can be submitted using the complaint form on the website. You can also send your complaint directly to the complaints officer: bestuurssecretariaat@kinderrijk.nl.

3. Handling an internal complaint

3.1 The complaints officer shall confirm the receipt of the complaint to the complainant in writing. Further to this, he/she will ensure the effective handling and registration of the complaint.

3.2 KinderRijk makes sure that the complaint is at all times investigated with due care. The method of handling depends on the type of complaint and on its factual context. Actions to be taken include, for example, hearing the persons involved (hearing both sides of the argument). And outlining the applicable policy and the implementation of the policy in practice in relation to the complaint.

3.3 KinderRijk will keep the complainant abreast of the progress of the complaint handling.

3.4 If the complaint is related to an employee's conduct, the respective employee will at all times be given the opportunity to respond verbally or in writing.

3.5 The complaints officer monitors the complaint's handling and the time it takes. He/she ensures that the complaint is dealt with swiftly. In case this is not possible due to circumstances, the complaints officer will notify the complainant as soon as possible. The aim is to settle the complaint within four weeks.

3.6 The complainant will receive a written and reasoned opinion on the complaint from KinderRijk. This will include at least the following items:

- Whether the complaint is valid, unfounded or partially valid;
- The reasons why KinderRijk came to this decision;
- If the complaint and decision warrant it: the measures KinderRijk will implement and the period in which they will be implemented.

3.7 If you are not satisfied with the assessment and/or handling of the internal complaint, you can submit your complaint to the Childcare Complaints Desk. You can also submit a dispute directly to the Childcare Disputes Committee.

4. External complaint handling

4.1 If your complaint should still not have been assessed or handled to your satisfaction after it has been processed pursuant to our internal complaints procedure, you have the possibility to submit a dispute to the Childcare Disputes Committee. In the two situations below, your complaint can be submitted directly to the Disputes Committee without first having to go through KinderRijk's internal complaints procedure:

- In case you have not received an assessment of your complaint from KinderRijk in a timely fashion (within 4 weeks).
- In case you cannot reasonably be required to submit a complaint to KinderRijk under the given circumstances. This situation occurs, for example, when our internal complaint handling cannot be conducted independently.

Before turning to the Disputes Committee, you are welcome to contact the Childcare Complaints Desk for free information, advice and mediation.

4.2 You must submit your complaint to the Disputes Committee within 12 months after having filed the complaint with KinderRijk.

4.3 The Disputes Committee will issue a binding decision that must be complied with by you and KinderRijk. The Disputes Committee will in effect verify this.

5. Privacy

5.1 KinderRijk's Privacy Regulations apply to the collection, processing, amendment, inspection and destruction of personal data with respect to a submitted complaint.

6. Complaint report

6.1 KinderRijk produces a public complaints report for each calendar year during the first 5 months of the following calendar year. This report includes at least the following items:

- A brief description of the complaints procedure;
- How the parents were notified of the complaints procedure;
- The number and type of complaints handled by location;
- The substance of the decisions and the type of measures implemented for each location;
- The number and type of disputes handled by the Childcare Disputes Committee.

6.2 The report does not trace decisions on complaints back to the complainants, parents, staff or

other individuals.

- 6.3 KinderRijk sends the public complaints report to the Area Health Authority (GGD) supervisor before 1 June of the calendar year following the calendar year which the report is related to.
- 6.4 KinderRijk also notifies the parents of the complaints report at the same time and in an appropriate manner. In addition, the holder discusses the report with the Central Parent Council.
- 6.5 If no complaints have been filed in a calendar year, KinderRijk will not prepare a report.

7. Adoption and amendment to the Internal Complaints Procedure

- 7.1 The Internal Complaints Procedure was adopted on 5 October 2023 following a positive opinion from the Central Parent Council and Parent Committees that have not issued an authorisation. This procedure takes effect from 18 October 2023 and replaces all previous procedures.