The Alysis Care Group's staff and doctors always try their best to help patients, family and visitors in whatever way they can. However, you may be left feeling misunderstood or dissatisfied because of the type of care you were given or the way in which you were treated. Where this is the case you should say so. When remarks and complaints are made we are given the chance to improve the quality of care we are able to offer.

The first step is to discuss your dissatisfaction with the person concerned or with the departmental head. If this would be too difficult for you, you can always get in touch with the complaints officer instead and he/she will be only too glad to advise you or provide you with information and / or to take on your complaint.

COMPLAINTS OFFICER
Complaints may be submitted to the complaints officer by word of mouth, by telephone or in writing. In all cases you will be given a chance to explain your complaint in greater detail. Then the complaints officer will inform you about what will happen to your complaint. The complaints officer will only ever act with your express permission.

HOW YOUR COMPLAINT MAY BE DEALT WITH
- you will be advised as to how best to discuss your complaint with the staff involved
- to ensure it does not happen again the complaints officer will investigate how the complaint arose
- the complaints officer may arrange a talk between you and the person(s) involved and be present if so wished
- the complaints officer may discuss the complaint with the person(s) involved without you needing to be present.

If you are not satisfied with the result of the activities of the complaints officer (for example an apology, or a procedural correction) you can consult her about the kind of steps that still need to be taken. If you require a decision about whether the complaint is justified you can submit this to the complaints commission.

COMPLAINTS COMMISSION
The complaints commission deals with complaints based on the principle of the right to hear and to be heard [i.e. hearing both sides of the argument] and pronounces the complaint justified or unjustified as the case may be. This then forms the basis on which the commission advises management how to avoid similar complaints from being made at some future date. As such, the complaints commission is not authorised to take any measures or to implement any changes within the hospital.

A complaint may be submitted directly to the complaints commission but usually this occurs after the mediation of a complaints officer has not led to the desired result. The commission, composed of at least five members, maintains its independent nature by ensuring that three to four of them have no connection to the hospital. There is no right of appeal against pronouncements made by the commission.

COMPLAINTS REGULATION
The Alysis Care Group has a regulation for reception of complaints and their treatment describing fully the procedure. A copy of this may be obtained from the Admissions Reception Desk in the foyer of the Hospital at Velp at the Admissions Information Reception Desk in the foyer of Rijnstate Hospital and from their complaints officers as well as from those of Zevenaar Hospital.
PATIENTS' RIGHTS
Patients have a number of rights that have been enshrined in the Medical Treatment Contracts Act (WGBO). This deals, among other things, with the right to access and/or inspect health files, the right to information and granting permission allowing particular types of treatment. A folder about these rights lies ready for your perusal at the Admissions Reception Desk.

CLAIMS FOR DAMAGES
Very occasionally someone may feel entitled to make a claim for damages. If so, you will need to get in touch with the complaints officer who, together with you, will see whether and how you might be able to submit a claim for damages.

ACCESSIBILITY OF THE COMPLAINTS OFFICER
Rijnstate Hospital
Telephone 088 - 005 75 39 Mondays to Fridays inclusive.

Written complaints may be sent to the following address: -

Attn. Complaints Officer,
Rijnstate Hospital,
P.O. BOX 9555,
Arnhem TA 6800.

Written complaints may be sent to the Complaints Commission at the following address: -

Attn. Complaints Commission,
Rijnstate Hospital,
P.O. BOX 9555,
Arnhem TA 6800.

Zevenaar Hospital
Telephone 088 - 005 97 85 Mondays, Wednesdays and Thursdays.

Written complaints may be submitted to the following address: -

Attn. Complaints Officer or Complaints Commission,
Zevenaar Hospital,
P.O. BOX 9000,
Zevenaar GA 6900.