

Complaints Procedure Praktijk Sandra Postma

It may happen that you are dissatisfied with my guidance. That is not pleasant for either party, but especially not for you. The professional organization SBLP (Foundation Professional Organization for Body-oriented (Psycho)therapy) has therefore listed what you can do if you have a complaint.

STEP 1: Discuss your dissatisfaction with me first (if possible). Together we will try to find a solution that is satisfactory to you.

STEP 2: If we have not been able to find a solution, you can report your complaint to a confidential counselor of the SBLP. You can find the contact details on www.sblp.nl. The contact person will help you clarify the complaint, support you - based on a clear step-by-step plan - and investigate the options to reach an agreement between you and your therapist. This may mean contacting the therapist again.

STEP 3: It may also mean that you want to submit a formal complaint. The complaint will then be forwarded to an independent complaints officer. The complaints contact person will work with you to formulate a clear complaint and will forward the information – in a secure environment – to the independent complaints officer of the agency to which I am affiliated under the Wkkgz (Quality, Complaints and Dispute Care Act). With the Wkkgz, the government has provided an accessible complaints procedure. The law guarantees that clients can rely on good care and good, fast and accessible handling of complaints and disputes.

STEP 4: If this still does not provide a satisfactory solution, you can submit a dispute to the independent Complementary Care Disputes Committee to which I am affiliated. There are costs involved.