



Your signal,
advice for
us

Information about the complaints procedure

nieuwsgierig naar jou





Spring childcare attaches great importance to the quality of its childcare. However, childcare is still a human-centered business, and sometimes things can happen that you're not satisfied with. We consider any complaints as a sign that we need to improve.

If you're dissatisfied, we want to hear from you. This brochure explains your options.

What can you file a complaint about?

If you are dissatisfied, this could for example be about:

- the way an employee treated you or your child;
- a Spring procedure or policy;
- the agreement between you and Spring;
- Spring's general policy (for example availability, waiting times, administrative processing or invoices).



We see complaints as a signal to improve the quality of our services.

What can you do if you're not satisfied?

If you're not satisfied, you have several options for making this known.

1. Discuss in person

It's best to first discuss signals and complaints where they originated. You can express your dissatisfaction in a conversation with the person(s) involved and try to find a solution together. If this conversation doesn't lead to a satisfactory solution, you have serious objections to having this conversation, or if the conversation doesn't take place for other reasons, you can contact the manager of the employee(s) in question. If you can't reach an agreement or are dissatisfied with the solution, you can file a formal complaint in writing.

2. File a formal complaint in writing

You can file your complaint in writing to the complaints officer by sending an email to info@spring-kinderopvang.nl or by completing the complaints form at spring-kinderopvang.nl/klachtenformulier. If you find it difficult to write down your complaint, please call our complaints officer at 088 2088 200. They can help you put your complaint in writing.

3. Complaints Desk and Disputes Committee for Childcare

Are you dissatisfied with how your complaint was handled in accordance with our complaints procedure and/or with the outcome? You can also file your complaint externally. Please contact the Childcare Complaints Desk (Klachtenloket Kinderopvang). The Complaints Desk offers free information, advice, and mediation at klachtenloket-kinderopvang.nl.

The Childcare Complaints Desk will try to find a solution that is acceptable to both parties. If this is unsuccessful, you do not wish to use the service, or it cannot reasonably be expected of you to file a complaint to Spring under the circumstances, for example, because complaints cannot be handled independently, then you can choose to file your complaint or dispute to the Childcare Disputes Committee (Geschillencommissie).

Kinderopvang). Even if you go directly to the Disputes Committee, we advise you to contact the Childcare Complaints Desk (Klachtenloket Kinderopvang) beforehand to determine the best course of action in your situation.

The Disputes Committee's regulations can be found on their website: degeschillencommissie.nl/english.

More information

The full procedure is laid out in our complaints procedure for parents, which can be found at spring-kinderopvang.nl/klacht.

General contact details

Spring kinderopvang
Postbus 116
5830 AC Boxmeer

Phone: 088 2088 200

E-mail: info@spring-kinderopvang.nl

Website: spring-kinderopvang.nl