

# What can you do if you are dissatisfied or have a complaint?



## You feel dissatisfied

Contact the ombudswoman. She listens to you, thinks along with you, and can help mediate. The ombudswoman works independently.

## Sharing dissatisfaction as a signal

- You want to share your experience.
- The ombudswoman records your signal.
- She looks for a solution together with you.
- She can mediate if needed.

### Satisfied?

- The ombudswoman closes the file. Your signal is included anonymously in the ombudswoman's report for the Princess Máxima Center.

### Dissatisfied?

- The ombudswoman discusses the other options with you.

## Submit a complaint

If you choose to submit a complaint, the ombudswoman will ask you to write down your complaint. She looks for a solution together with you. She can mediate if needed.

### Satisfied?

- The ombudswoman closes the file. Your complaint is included anonymously in the ombudswoman's report for the Princess Máxima Center.

### Dissatisfied?

- The ombudswoman discusses the other options with you.
- You can ask the **Board of Directors** for a decision.

## Claim

Do you feel that your child has suffered harm as a result of staying at the Princess Máxima Center, treatment at the Princess Máxima Center, or both? Then you can submit a damage claim. This can be done via the Princess Máxima Center website by completing the damage claim form '[Personal injury](#)'.

## Decision by the Board of Directors

The ombudswoman can refer you to the assessment committee of the Princess Máxima Center and supports you where needed. The assessment committee investigates the complaint and advises the Board of Directors. The Board of Directors gives a decision on the complaint.

### Dissatisfied?

You can file a complaint with the 'Geschillencommissie Ziekenhuizen' (the complaint commission for hospitals). This committee reviews your complaint and gives a binding decision.

## Contact details

- [ombudsvrouw@prinsesmaximacentrum.nl](mailto:ombudsvrouw@prinsesmaximacentrum.nl)
- 06 5000 6416
- Room 009 – LATER-poli

## More information?

- [Princess Máxima Center - Ombudswomen](#)
- [Princess Máxima Center - Rights and duties](#)