

Deployment of complaints officer

Do you have any dissatisfaction or a complaint? Please contact the professional association to which your therapist is affiliated. They will then have the complaints officer contact you. A therapist who is registered with the SCAG is always a member of a professional association.

This amount will be refunded if you are successful. The Disputes Committee will rule on your complaint within 6 months. You can find more information on how to submit a dispute at dispute.lencommissie.nl. The complaints officer can help you with this.

If you have any complaints, you can contact your therapist's professional association.



Whatever the nature or seriousness of your complaint, make your dissatisfaction known.



Disputes Committee: binding decision

If you are not satisfied with the efforts of the complaints officer or the way in which your dissatisfaction or complaint has been handled, you can turn to the Complementary and Alternative Medicine Disputes Committee. This disputes committee is independent of all parties and specializes in complementary care. A decision by the Disputes Committee on your complaint (dispute) is binding for both you and the therapist. Sometimes the committee may decide to award compensation.

Submitting a dispute to the Disputes Committee costs €52.50.

What can you make a complaint about?

You can make a complaint about matters concerning the treatment you receive or received from your therapist. For example, the quality of the treatment or the way you were treated. But also about an incorrect assessment by the therapist, damage caused by the treatment or about damaged/missing property.

S.C.A.G.

Foundation Complementary and Alternative Healthcare

You have a complaint. What now?





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If you can't figure it out together

Usually a good conversation with your therapist resolves your dissatisfaction or complaint.



Do you feel unable to discuss your dissatisfaction or complaint with your therapist, does the situation not allow this or are you unable to resolve it together? Then you can use a free complaints officer. This will support you in formulating your complaint or dissatisfaction and in investigating solutions. Together with you, we look at the possibilities of finding a hearing for your complaint. Your complaint will be dealt with within six weeks.

The complaints officer is free and independent.



It is important to first discuss your dissatisfaction or complaint with your therapist. Perhaps there is a misunderstanding and you can work it out together if you make it known what you are dissatisfied with or what you would like differently. Is it difficult to express your dissatisfaction? Then try to write it down and present this to your therapist. This may create an opening to talk to each other and solve the problem.



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The therapists registered with the *Sj chj ng* Complementary and Alternative Health Care (SCAG) do everything they can to offer you help in a good and respectful way. However, it may happen that you are not satisfied with something. It is good if you discuss this dissatisfaction with your therapist. But sometimes that doesn't work or doesn't help. If you need help with this or if your dissatisfaction is reason to submit a complaint, we will support you in this. In this folder you will find information on ho