

What can you do in case of complaints about your speech therapist (The Netherlands) © NVLF 2011

Dissatisfied with the treatment

It may happen that you as a client / patient or as a parent of a minor client / patient has a complaint about your speech therapist or speech therapy. What steps can you take and where can you take your complaint to?

This folder explains which options there are.

Talk to your speech therapist first

First discuss your complaint with the speech therapist. If the speech therapist doesn't know that if you are dissatisfied, she cannot resolve the complaint. If you cannot solve it together, then there are two authorities where you can go with your complaint.

- The lecture of Supervision of compliance with the professional code for speech therapists (the College)
- the National Complaints Committee for Speech Therapy in the Primary care (the Complaints Committee).

Professional code for speech therapists

Speech therapists are bound by standards laid down in rules of conduct.

These rules are contained in the "Professional Code for Speech Therapists".

So is for example agreed that speech therapists put the interests of the client first. There is confidentiality obligation and clients are treated without discrimination (no discrimination).

If you think that your speech therapist has acted contrary to the professional code, and if he/she is a member of the NVLF, you can file a complaint with the Board.

Complaint handled by the Board

The College is an independent body of the NVLF and handles and assesses complaints about members of the NVLF. It is therefore a form of internal disciplinary law. Within this type of complaint handling, the Board can impose sanctions or advise NVLF to apply a sanction.

Complaints Committee handles the complaint

Since 1 January 1995, all speech therapists are legally obliged to make an arrangement for the handling of complaints. The Speech Therapy Complaints Committee First Line has been established for this. You can file a complaint against any speech therapist, member or non-member of the NVLF.

Complaints handling by a complaints committee is a social regulation, in which satisfaction of the client / patient comes first. There are no sanctions connected to decisions by a complaints committee. A complaints committee only determines whether a complaint is well-founded or is unfounded. You cannot lodge an appeal after the Complaints Committee has been heard. You can no longer file the complaint with the Board. You can also go to a civil court with your complaint. This will take into account of course, the complaints procedure followed and the complaint will also be assessed against the Professional Code for Speech Therapists.

Costs and procedures

There are no costs associated with the handling of a complaint by the College or by the Complaints Committee. There are rules about how to file a complaint must be filed, how its treatment takes place and inside what term a judgment can be expected.

If you are considering submitting a complaint, please contact the official secretary of the Board and the Complaints Committee. This informs you or your complaint can be submitted to the Board or the Complaints Committee. You can also obtain information about the procedure.

Support with complaint handling

If you would like support with your complaint, please contact the Healthcare interest organization in your region. What these organizations can do and how you can reach them can be found on the website www.zorgbelang-nederland.nl

Addresses

NVLF College van Toezicht op de naleving van de beroepscode voor logopedisten

Steinhagenseweg 2b
Postbus 75 3440 AB
Woerden
Telefoon: 0348 45 70 73

Landelijke Klachtencommissie Logopedie in de Eerstelij

T.a.v. ambtelijk secretaris
Steinhagenseweg 2b
Postbus 75
3440 AB Woerden
Telefoon: 0348 45 70 73

Zorgbelang Nederland

Postbus 2250
3500 GG Utrecht
Telefoon: 030 299 19 70

Nederlandse Patiënten Consumenten Federatie

Postbus 1539
3500 BM Utrecht
Telefoon: 030 297 03 03

Websites

www.logopedistzoeken.nl
www.logopedie.nl
www.npcf.nl
www.zorgbelang-nederland.nl
www.zorgkaartnederland.nl

Contact

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3440 AB Woerden
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