

Questions  
Complaints  
Tips for improvement  
Please let us know!

*You have had an ultrasound scan in relation to maternity care. The practice and the sonographer have a duty to keep you properly informed and to ensure that everything goes according to what was agreed. However it could be that you have unanswered questions or you are not satisfied. If so, please let us know! Together we will try to provide the right answer or resolve the issue.*

*This brochure contains information on how to deal with questions, complaints or ideas for improvement.*

#### *Contact us!*

The shortest route to receiving an answer or reaching a solution is often just to talk to each other. That's why we would advise you to contact the relevant practice or sonographer directly with your question, complaint or idea for improvement. The contact details are given at the end of this brochure.

Do you find it difficult to contact us? Or were you not satisfied with the outcome? In that case, there are other options available to you.

#### *Information on the ultrasound scan*

Would you like your general questions answered by someone else other than the sonographer? We can recommend the

following websites: [www.NVOG.nl](http://www.NVOG.nl), [www.rivm.nl](http://www.rivm.nl) and [www.onderzoekvanmijnongeborenkind.nl](http://www.onderzoekvanmijnongeborenkind.nl). Of course you can also ask your midwife or GP.

#### *Advice and mediation, the BEN complaints officer*

Would you like information or advice on how to make a complaint or do you need help in formulating or discussing your complaint? Would you like mediation to resolve your complaint? You can lodge your complaint with the Dutch Professional Association for Sonographers' independent complaint officer (BEN). This complaint officer works at Klacht & Company. Initial contact is made by sending a completed complaint form. This form can be found on the website of the practice. It can also be downloaded at <https://www.klachtencompany.nl/ben/> or call 088 234 16 05

#### *What happens next?*

When your complaint has been handled (with or without the assistance of the complaint officer), you will receive a written letter of closure. In this letter, the involved sonographer or practitioner will inform you on the outcome, if and what agreements were made and when these must be realised.

You should receive the letter of closure within a 6 to 10 weeks period unless other agreements between yourself and the care provider were made.

#### *Not happy with the outcome?*

If you are not happy with the outcome of the complaint handling, then you can submit your case to an independent disputes committee. The contact details for this body is included in

the letter of closure. Further information can also be found on the website of the practice.

#### *Fees?*

No fee is charged for engaging the complaints officer through Klacht & Company. If you submit your case to the disputes committee then you generally have to pay a (limited) entry fee. If you engage a mediator or a consultant, then you have to pay the relevant costs yourself.

#### **Other options**

##### *Information, advice, support*

It is also possible to contact the following bodies for information, advice and support: Zorgbelang [www.zorgbelang-nederland.nl](http://www.zorgbelang-nederland.nl) or call 0900 -24 37 070 (10 cents per minute). Nationale Zorgnummer [www.nationalezorgnummer.nl](http://www.nationalezorgnummer.nl) or call 0900 – 23 56 780 (20 cents per call).

##### *Compensation*

A request for compensation must be submitted, in writing, directly to the practice or the sonographer. The practitioner or non-life insurer will contact you after receiving your request. General information on compensation (liability) can be found at De Letselschaderaad [www.letselschaderaad.nl](http://www.letselschaderaad.nl) among others.

Please contact us with your question, complaint or tips for improvement and help us to 'do better'.

#### *Our contact details*

Verloskunde Centrum Oost-Echopunt  
Tweede Oosterparkstraat 274-M  
1092 BV Amsterdam  
Tel: 020 4630 661  
[info@verloskundecentrumoost.nl](mailto:info@verloskundecentrumoost.nl)  
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