

# Route in case of dissatisfaction or complaint

**Options:**  
(at any time you can choose another option):

**Evaluation:**



You choose to register your dissatisfaction as a **signal**. The ombuds officer will search with you for a suitable solution and mediate where possible.

Are you **satisfied** with the result and handling of the complaint? If so, the ombuds officer closes the file after registering the subjects discussed. These are included anonymously in her report to the Prinses Máxima Centre with recommendations for improvement measures.

You choose to file a formal **complaint**, a formal complaint will be registered in writing. The ombuds officer will work with you to find an appropriate solution and mediate where possible.

**You are experiencing dissatisfaction?**  
You can contact the independent ombuds officer who provides a safe space to listen to your complaints. She can also offer information about your options and provide support in the follow-up.

Parents/carers and children are always entitled to a **second opinion**, see [prinsesmaximacentrum.nl](mailto:prinsesmaximacentrum.nl) or ask the ombuds officer.

You choose to have your complaint investigated by the **'oordeelscommissie'**. The ombuds officer can refer you to the 'oordeelscommissie' and provide support where necessary. This Máxima committee investigates the complaint and advises the Board of Directors as a result of this investigation.

In case you are **not satisfied** with the outcome or follow-up, the ombuds officer will discuss other possibilities and/or options with you. You can still go to the 'geschillencommissie' (dispute committee), which is an independent external body that gives a binding advice. The Prinses Máxima Centre is affiliated with the 'Geschillencommissie Ziekenhuizen'.

You want to claim **financial compensation** and want to file a claim. Then you can submit a written claim to the Prinses Máxima Centre via [zorg.prinsesmaximacentrum.nl/nl/zakelijke-schade](mailto:zorg.prinsesmaximacentrum.nl/nl/zakelijke-schade)

**Questions?**  
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