

COMPLAINTS HANDLING PROCEDURE

Customer satisfaction is very important to us. A complaint or point for attention offers us the opportunity to do better. So don't hesitate to raise your complaint. Let us know about it. Please rest assured that your complaint will be handled confidentially.

Procedure

1. You can submit your complaint by email to feedback@paradigma.nl. To be of service to you as best as possible, we ask that you include your name and date of birth, your contact person, and the brand/company and, if applicable, the name of the person you wish to make a complaint about.
2. After we have received your complaint, we will send you written confirmation of our receipt of your complaint.
3. Subsequently, we will provide you with a response addressing the content of your complaint. Depending on the nature of your complaint, we will provide this response in writing or we will have a meeting with you, which is more appropriate in some cases. When a meeting has been held, you will receive written confirmation of this meeting.
If an element of your complaint has already been submitted to a medical disciplinary tribunal, we will first need to await the decision of this tribunal before we can review this element of your complaint. The processing time for the above procedure is three working weeks.
4. If you are dissatisfied with the handling of your complaint, you can notify the management of De Arbodienst of this in writing within one calendar month of our response to your complaint. You will then be given the opportunity to explain your complaint in a meeting. Whether this meeting will take place over the phone or in person will be decided by mutual agreement. During this meeting we will strive to find a solution that is to the satisfaction of both parties. We will send you written confirmation of this meeting.
5. If you are subsequently still dissatisfied with the handling of your complaint, you can take the following action:
 - Complaint that does not concern medical issues
If your complaint does not concern medical issues, you can turn to the Occupational Health Services Disputes Committee (*Geschillencommissie Arbodienstverlening*) which can be contacted at <https://app.klachtregeling.nl/klacht-indienen/ga>.
 - Complaints about a physician's professional practice
If your complaint concerns a physician's professional practice, you can turn to the competent Regional Disciplinary Tribunal for the Healthcare Sector. You can find more information about this on the website of the Disciplinary Tribunals for the Healthcare Sector (*Tuchtcolleges voor de Gezondheidszorg*): www.tuchtcollege-gezondheidszorg.nl.
 - Complaint about a pre-employment medical examination
If your complaint concerns a pre-employment medical examination, you can turn to the Complaints Committee for Pre-employment Medical Examinations (*Commissie Klachtenbehandeling Aanstellingskeuringen*, CAK), which can be contacted at www.aanstellingskeuringen.nl.

Exceptions

Our complaints handling procedure does not apply to the following matters:

- If you have any questions or comments about invoices, you can contact our Finance department at finance@paradigma.nl.
- If you disagree with our physician's medical assessment, you can take the following action:

- An employee or an employer who disagrees with the medical assessment can request an expert opinion from the Employee Insurance Agency (UWV). You can find more information about this at www.uwv.nl.
- An employee can request a second opinion from De Arbodienst. De Arbodienst will then forward this request to another, independent occupational health and safety service provider.
- If you are dissatisfied with the actions or omissions of one of our (occupational) physicians following an interaction not initiated by your employer, such as a working conditions consultation hour, a non-mandatory preventive medical examination (*Preventief Medisch Onderzoek*, PMO) or a voluntary health check, you can submit a complaint under the Healthcare Quality, Complaints and Disputes Act (*Wet kwaliteit, klachten en geschillen zorg*, Wkkgz). You can submit your complaint to feedback@paradigma.nl. Please state that your complaint is a 'Wkkgz complaint'. We will then inform you of how your complaint will be handled.
- If you believe you have incurred a financial loss due to the actions or omissions of one of our staff members, you can send a notice of liability to our Legal Affairs department at privacy@paradigma.nl.

Retention period

The data we process in the context of the complaints handling procedure will be retained for a period of five years after the handling of your complaint.

Questions?

If you have any questions about our complaints handling procedure, please get in touch with your contact person.

de arbondienst[®]

