Patient Complaint Procedure

At Stichting Kruispost General Practice, we are committed to providing high-quality, safe and respectful healthcare. If you are dissatisfied with any aspect of our care or services, we encourage you to tell us. We take all complaints seriously and use feedback to improve our services.

Step 1 – Discuss your concern with us

If you have a complaint or concern, we ask **that you first discuss it with us**. This may be done in person, by telephone, or in writing. Many concerns can be resolved quickly through direct communication.
Contact details:

- **Reception** desk: speak with a member of staff
- **Telephone**: +316 20 37 72 78 / +316 58 98 79 60 (medical assistants, Monday–Friday, 10:00–16:00)
- **Email**: info@kruispost.nl

Step 2 – Submit a formal written complaint

If the matter cannot be resolved informally, you may submit a written complaint. Please include:

- Your name and contact details
- A clear description of the complaint
- The date or period in which the incident occurred
- The outcome you would like to achieve

Please send your complaint to the **Medical Manager** via info@kruispost.nl or by post. We will acknowledge receipt of your complaint within three working days and aim to provide a full response within six weeks.

Step 3 – Independent complaints and dispute resolution

Stichting Kruispost is affiliated with **SKGE** (Stichting Klachten en Geschillen Eerstelijnszorg), the independent Dutch organisation for complaints and disputes in primary healthcare. If you remain dissatisfied after our internal complaints procedure, you may refer your complaint to SKGE. Further information is available at www.skge.nl.

Professional disciplinary proceedings

If you believe that a healthcare professional has acted contrary to professional standards, you may submit a complaint to the Regional Healthcare Disciplinary Tribunal (Regionaal Tuchtcollege voor de Gezondheidszorg). Further information is available at www.skge.nl.

All complaints are handled confidentially. We regard complaints as an important opportunity to improve the quality of our care.

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