

CompaNanny Complaints Procedure

CompaNanny has drawn up a complaints procedure for parents and caregivers in accordance with the Childcare Act. This procedure describes how complaints from parents are handled and recorded. It is preferable to discuss any problem or complaint with the person(s) directly involved first. A calm discussion can often resolve many issues.

If this conversation does not lead to a satisfactory solution, you can submit the complaint to the Branch Manager. If, in your opinion, this does not yield sufficient results, you can submit the complaint in writing to the head office of CompaNanny Netherlands via klachtencoordinator@compananny.nl. The complaints coordinator will forward the complaint to the appropriate department or parties within the organization. A formal complaint must always be submitted in writing.

If the above internal complaint procedure does not lead to a satisfactory solution, you can contact the Childcare Complaints Desk, located in The Hague, for information, advice, and guidance. Another option is to submit the dispute/complaint to the Childcare Disputes Committee. In some cases, it is important to submit the complaint directly to the Disputes Committee.

For more information about this, please visit: <http://www.klachtenloket-kinderopvang.nl>.

Childcare Complaints Desk:
PO Box 90600
2509 LP The Hague
Tel.: 0900-1877

What can you submit a complaint about?

Legislation stipulates that you can submit complaints about the working methods of the organization or its staff. This concerns the way in which matters are handled or decisions are made.

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Examples of this are:

- Incorrect actions by a member of staff;
- The organization of the service, such as accessibility, waiting times, opening hours, availability;
- Discrimination on the basis of, among other things, origin, race, beliefs, sexual orientation, or gender.

Internal complaints procedure

1.1 If you have a complaint, CompaNanny expects it to be discussed with the person(s) concerned as soon as possible. The point of contact is, in principle, the Pedagogical Employee in the group or the Assistant Manager. If this does not lead to a solution, the complaint can be discussed with the Branch Manager. If these discussions also fail to lead to a satisfactory solution, you can choose to submit a complaint to the complaints coordinator.

1.2 A complaint must be submitted in writing. The complaint must be submitted within a reasonable period of time after it arose, with two months being considered reasonable. The complaint must include the date, name, and address of the person submitting the complaint, the name of the employee to whom the complaint relates, if applicable, the location and group, and a description of the complaint.

1.3 If the complaint concerns a suspicion of child abuse, the domestic violence and child abuse reporting code will come into effect; the complaints procedure will then be closed.

Handling of the complaint

2.1 The complaints coordinator is responsible for coordinating and registering the complaint.

2.2 The complaints coordinator will confirm receipt of the complaint to the parent in writing.

2.3 The complaints coordinator will keep the parent informed of the progress of the complaint.

2.4 Depending on the nature and content of the complaint, an investigation will be conducted.

2.5 If the complaint concerns the conduct of an employee, that employee will be given the opportunity to respond verbally or in writing.

2.6 The complaints coordinator monitors the procedure and the time frame for handling the complaint. The complaint will be handled within six weeks, in accordance with the time frame set out in the Childcare Act.

2.7 The parent will receive a written and reasoned opinion on the complaint, including specific deadlines within which any measures will be implemented.

External complaints procedure

3.1 If internal complaint handling does not lead to a satisfactory solution or outcome, the parent has the option of contacting the Childcare Complaints Desk or the Disputes Committee.

3.2 Parents/guardians may contact the Disputes Committee directly if they cannot reasonably be expected to submit a complaint to the provider under the given circumstances.

3.3 Even if the complaint has not been resolved within six weeks, it can be submitted to the Disputes Committee.

3.4 The complaint must be submitted to the Disputes Committee within 12 months of submitting the complaint to CompaNanny.