

Complaint and disciplinary law



Ibalansz

The members of the LVPW are therapists who guide people with complaints on the psychosocial level. Someone is stuck in his life, cannot go on, blocks and seeks help to get out of it. That can be limited to a certain area in his life, it can also be a cover wider terrain. Sometimes the entrance can be a physical complaint for which no medical cause can be identified and one looks for a possible other cause and treatment.

The intention of LVPW therapists is to provide good care that meets the needs of the client and meets the generally applicable requirements for this care.

When providing good care, a good handling of (signs of) dissatisfaction with the care or services of our affiliated therapists.

Every LVPW therapist is on the basis of the Wkkgz (Healthcare Quality, Complaints and Disputes Act) obliged to make a complaints procedure for his clients. This is done through the professional association LVPW. The LVPW has drawn up this complaints resolution and facilitates certain parts of the complaints procedure for clients. In the complaints regulations are the general rules of the LVPW for dealing with dissatisfaction, experienced shortages or complaints described.

If you can't work it out together

In the unlikely event that you have a complaint about your healthcare provider, discuss it with him first or her, even if this is sometimes difficult. If you can't work it out together, you can go to a complaints officer for LVPW. This complaints officer is independent and therefore not some way connected to LVPW.

This person starts with a mediation between you and the healthcare provider to work together to create a satisfactory solution. If this does not work within 6 weeks, you will be referred to the Disputes Committee www.scag.nl or the Disciplinary Board of the [RBCZ/TCZ](#).

Cost

For the handling of complaints via the complaints officer, the LVPW does not bring any fees charged.

About the (allocation of) costs of the handling of the complaint by the dispute resolution body further agreements were made in the dispute settlement procedure. Making the LVPW and the LVPW member these costs are known (in advance) to the complainant and the defendant.

The costs of external, at the initiative of the complainant or accused person himself, support or assistance and the costs of being involved in the handling of complaints by the complainant or accused person himself representatives, witnesses or experts shall be responsible for the party(ies) concerned themselves.

What can a complaint be made about?

The client has the right to file a complaint about the conduct of the LVPW member and the for these employed persons, towards the client himself or the legal representative.

Complaints regulations

The complaints regulations of LVPW describe exactly how the association deals with complaints submitted. The complaints regulations can be [downloaded](#) here.