

Have a concern? Let us know.

Know your rights!

This flyer explains what you can do if you are not satisfied with the services of De Binnenvest.



Not satisfied? Here's what you can do:

1. Talk about it together

Discuss your concern with the staff member involved.

If you find it difficult to resolve the issue together, you can always speak to another staff member at De Binnenvest.



2. Ask for help from the client confidential advisor (cliëntvertrouwenspersoon)

You can ask the client confidential advisor for help at any time.

The confidential advisor will listen to your story and can help you think of possible solutions.

The client confidential advisor does **not** work for De Binnenvest and is there for you!

Client confidential advisor:



Marcella Karsten

06 30 76 03 85

m.karsten@hetlsr.nl

3. Advice from the complaints officer (klachtenfunctionaris)

Would you like to submit a formal complaint? If so, you can contact the complaints officer for advice.

The complaints officer can advise you on how to submit your complaint. They are independent and do not take sides.

Complaints officer:



Jan Vroegindeweij

06 83 23 25 84

klachtenfunctionaris@
debinnenvest.nl

4. Submitting a formal complaint

Fill in the complaints form to officially submit a complaint.

You can find the complaints form in the information pack you received from De Binnenvest.

You can also download the form from the De Binnenvest website.

Once completed, you can hand in the complaints form at the reception desk at Oude Rijn 57 in Leiden, or send it to:



De Binnenvest
Oude Rijn 57
2312HC, Leiden

On the De Binnenvest website, you can also complete and submit the complaints form online.

debinnenvest.nl/klachtenregeling

An external complaints committee will investigate and assess the complaint.

Confidentiality

It is important to know that your complaint will be handled confidentially and will not affect the support you receive from De Binnenvest.

In fact, De Binnenvest welcomes your complaint. It helps us learn and improve, so that we can better support you and other clients in the future.

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