

## **Drs. Jacqueline Medendorp**

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## **Complaints Procedure**

As a psychologist, I am committed to work appropriately and prudently. In my professional practice I conform to the [Code of Ethics for Psychologists of the Dutch Association of Psychologists \(NIP\)](#) and the ethical values and code of ethics of the Dutch Healthcare Federation (NFG).

The NIP Code of Ethics is also available for review in my practice. If you prefer to review it there, you can make an appointment. The NIP Code can also be requested from the NIP, Postbus 2085, 3500 GB Utrecht.

## **Personal Discussion**

On occasion, it may happen that something is not to your satisfaction. Should this occur, we can discuss the issue directly and resolve any complaints you may have. If you are not comfortable in making these arrangements, the NFG can assist you with this: <https://www.de-nfg.nl/niet-tevreden-over-je-hulpverlener.html>.

## **Complaints Officer**

If you are not satisfied with the outcome of our discussion, it is possible to engage an independent officer through the NFG: <https://www.de-nfg.nl/niet-tevreden-over-je-hulpverlener.html>. The complaints officer can advise you on formulating and submitting your complaint, and will try to promote a meaningful dialogue between us to resolve the complaint. Complaints will be resolved within 6 weeks from the time the complaint has reached me in writing.

## **Disputes Committee**

If you are still not satisfied with the outcome of your complaint, you can file a complaint with an independent disputes committee through the NFG: <https://www.de-nfg.nl/niet-tevreden-over-je-hulpverlener.html>. The Disputes Committee will come to a binding ruling within 6 months, to which both parties must adhere.

## **File a complaint to the NIP**

It is also possible to file a complaint to the NIP, College van Toezicht (Board of Trustees) / NIP, Postbus 2085, 3500 GB Utrecht. For more information regarding the complaints procedure, please visit the website of the NIP: <https://www.psynip.nl/en/dutch-association-psychologists/code-of-ethics/brief-description-complaints-procedure>.