

Complaint procedure, are you unhappy about something?

Ways of letting us know

We appreciate you sharing your experiences, comments and complaints with us. This gives us the opportunity to make improvements. We are happy to provide more information about your options.

Engaging with the healthcare provider

First, discuss your complaint with the person involved. The healthcare provider will usually be able to answer your questions right away and work with you to find a solution. If this conversation does not go according to plan or you prefer not to discuss the matter with the person directly involved or their manager, you can contact the complaints officer.

Complaints officer

The complaints officer is the central reporting point for complaints. They are tasked with complaint management, informing you about the options and giving you support and advice. Complaint support may include listening to what you have to say, a conversation or mediation or perhaps a different course of action. These options are explained further on.

Filing a complaint never affects the medical or any other care you need. In the hospital, the complaints officer has an independent position.

To properly handle your complaint, you may need to grant permission for your medical records to be viewed. This will be discussed with you beforehand.

How do you reach the complaints officer?

By dropping by for a visit: You can do this from Monday to Friday between 9.00 a.m. and 4.30 p.m.

- Veldhoven location, route 061
- Eindhoven location, route 093

If no one is present you can reach us in the following ways:

By phone: +31 40 888 94 81

By email: klachtbemiddeling@mmc.nl

By letter:

Máxima MC

Complaints officer

Antwoordnummer 10080 (no stamp required)

5500 VB Veldhoven

Online: www.mmc.nl/klachten-formulier

What does the complaints officer have to offer?

- **A listening ear:** you can discuss your complaint without obligation and without any need for immediate action.
- **Management and mediation** of complaints: your experience is presented/mediated.
- **Registration of complaints** to learn from your experience and improve the quality of care.
- **Support and advice** tailored to the goal you have in mind.

An opinion by the Executive Board

If the complaint management and mediation provided by the complaints officer have not resulted in a satisfactory resolution for you, you have the option of seeking an opinion from the healthcare provider (in this case, the Executive Board). You can let the complaints officer know if you wish to take this opportunity: they will forward your written complaints to the Executive Board.

The Executive Board is asked to give an opinion on your complaints. An internal investigation will be conducted to determine what has happened to you. The Executive Board will usually have this investigation conducted by a complaint advisory committee. This committee consists of an internal chairperson, an internal medical member, an internal nursing member, and an external member representing the patient's interests. A medical member is added to this standing committee according to the background of the complaint.

A procedure involving the complaint advisory committee is shaped as follows:

- Gaining clarity about the complaint in consultation with you;
- A written round in which the parties explain their positions;
- A review of your medical records (with your consent);
- A hearing;
- A review of other relevant documents.

Based on this procedure, the committee will make a recommendation on your complaint to the Executive Board. This opinion is issued to the Executive Board to decide on your complaint. You will receive this opinion in writing from the Executive Board.

CosMedic complaint

If you are dissatisfied with a consultation or treatment at **CosMedic**, it is best to discuss it directly with your healthcare provider. If this conversation does not go as planned or if you would rather not discuss the matter with the person directly involved, please contact [CosMedic](#).

Complaint about the out-of-hours GP service

If you are dissatisfied with your visit to **SHOKO's** out-of-hours GP service, it is best to discuss your complaint directly with the health care provider. If this conversation does not go according to plan or if you prefer not to discuss it with the person directly involved, you can contact the complaints mediator of [SHOKO](#) via www@shoko.nl

Healthcare Disputes Committee If after the mediation process and the opinion by the complaints advisory committee, you do not agree with the opinion, you can submit your complaint to the Disputes Committee.

The Disputes Committee assesses the dispute independently. The Disputes Committee may award damages of up to €25,000.

More information can be found at: [The Health Care Disputes Committee](#)

Personal injury

If you believe you have suffered damages caused by carelessness or negligence on the part of Máxima MC, you can hold the hospital liable. The hospital's liability claims are handled on behalf of the Executive Board by a lawyer, possibly in collaboration with the professional liability insurer.

How do you file a liability claim?

The letter in which you hold Máxima MC liable should include the following details in any case:

- Your name, date of birth, address and phone number;
- A sentence stating that you are holding the hospital liable;
- The name of the person against whom the liability is directed;
- The date of the incident;
- An accurate description of the event;
- Place, date and signature.

The letter can be sent to:

Máxima MC

Board of Directors for the attention of the legal affairs department

Antwoordnummer 10080 (no stamp required)

5500 VB Veldhoven

Property damage

Damage to property or lost items during admission or treatment at Máxima MC may be eligible for reimbursement. You can address this request to the department head of the appropriate department. You will be asked to fill out a claim form. Based on the form, it will be assessed whether you will receive reimbursement.

Financial complaints

Complaints about invoices and related issues can be addressed to the billing department, phone number: +31 40 888 9110. More information can be found on mmc.nl's page [costs and reimbursement](#)

Questions about waiting times, rates, and invoices

Questions and answers about [waiting times](#), [rates and invoices](#) can be found at [mmc.nl](#). If you are not satisfied with the answer you received from the billing department, please contact the complaints officer.

National Healthcare Reporting Centre

The central government has an [National Healthcare Reporting Centre](#). You can report your complaint here. The reporting centre does not resolve complaints, but it will help you on your way.

Disciplinary Tribunal

The [Healthcare Disciplinary Tribunal](#) determines whether the healthcare provider did a good job in view of the complaint. If not, the disciplinary board will declare your complaint well-founded and may impose a measure on the healthcare provider.

Civil Court

If you have a claim for damages over €25,000, you can submit your complaint to a civil court. If you suspect the healthcare provider has committed a criminal offence, you should report it to the police. The complaints officer can tell you more about the above procedures.

Patient confidential officer

If, as a patient of the psychiatric department at Máxima MC, you have questions about your rights, or if you are dissatisfied with your treatment or stay, you can contact the Patient Confidential Officer. They can be reached at phone number 085 - 330 3000 or by consulting the website [klachtenschema.pdf](#).

If the Patient Confidential Officer believes that the complaints officer can assist you better, he/she will discuss this with you.

General Questions

Do you have a general question? You may find your question with the corresponding answer among [our frequently asked questions](#).

A comment, suggestion, idea or compliment?

In many places in Máxima MC, you will find the "Is everything to your liking?" card. On this card, you can list your ideas, suggestions or compliments. You can also pass this on via the ['is everything to your liking'](#) page on our website.

Other informative websites

[www.deletselschaderaad.nl](#) and <https://www.patientenfederatie.nl/>