**Complaints form and SKGE:**

Klachten

If you are dissatisfied, we appreciate it when you bring this up with us. We can then try to solve the reason of your dissatisfaction. You can call us, make an appointment for consultation hours or fill out the complaints form.

If this is troublesome for you, or we can’t resolve your complaints, you can also discuss these with an independant and impartial complaints official.They will look for a solution to your issue with you. The complaints official might try to mediate between the two parties. They are completely independent and will therefore not judge in any way. The complaints official will treat everything you tell them confidentially. You can use the complaints form on [the SKGE website](https://www.skge.nl/portal-vervolgpagina/klacht-indienen) (Dutch only). You could also call the complaints office with the following phone number: 088 0229190.

If you are unable to resolve your complaint with your GP and the complaints official, you can request a verdict about your complaint at the dispute commission. This independent commission consists of a chairman, who is a lawyer, and members representing the patients and doctors. This commission is assisted by an official secretary.

The judgment of this dispute commission is final. You can find more information in the [leaflet](https://www.lhv.nl/sites/default/files/content/lhv_nl/uploads/nieuws/161222_praktijkfolder_huisarts_wkkgz_def.pdf) (Dutch only) and at [www.skge.nl](http://www.skge.nl/) (Dutch only).

You can find the complaints form on the original dutch part “Klachtenformulier en SKGE “