



6

More information

For detailed information, we refer you to our website www.zvkc.nl.

You can also contact the complaints officer by telephone on number: +599 715 8899.

7

National Ombudsman

Complaints procedure ZJCN

You can drop by during our walk-in consultation hours to pick up the complaint form or to submit your complaint.

Our walk-in hours are:
Monday and Wednesday:
08:00 - 12:00 o'clock
Tuesday and Thursday:
13.00 - 16.30 o'clock

Adress:
Care and Youth Caribbean Netherlands

- Kaya Grandi 91
Kralendijk, **Bonaire**
- Mazinga building
Oranjestad, **Sint Eustatius**
- Clement Sorton Street
The Bottom, **Saba**



If you are still dissatisfied with the outcome after the handling of the complaint then you can contact the **National Ombudsman**.

The complaint form for this can be found on:

www.nationaleombudsman.nl

You can also write to the **National Ombudsman**,
PO Box 93122, 2509 AC The Hague.



What does ZJCN do with my complaint?

1

Not satisfied? Talk first!

At ZJCN, we try to assist you as best we can.

Nevertheless, it may happen that you are not satisfied with our service. For example, because you feel that appointments are not kept. A good conversation often solves the problem quickly and pleasantly. That is why we advise you to first talk to the staff member involved about your complaint.

We consider discussing your complaint as an opportunity to further improve our services. The solution is often closer than you expect. If you cannot resolve your complaint with the staff member, you can officially submit it to the complaints officer:

klacht@zorgverzekeringskantoor.nl
Or via telephone number: +599 715 8899



2

How do I submit a complaint?

You must submit a complaint in writing. This can be done via a complaint form, which you can download from our website www.zvkc.nl.

You can also submit a complaint via an email or complaint letter.

You can send your email or letter to:

klacht@zorgverzekeringskantoor.nl

Care and Youth Caribbean Netherlands
Attn. Complaints Officer
Kaya Grandi 91

For a verbal complaint, you can schedule an appointment with the complaints officer through the front desk via our telephone number **+599 715 8899**.

How is my complaint handled?

3

The complaints officer is your contact person at ZJCN and will discuss the complaint with you.

It is the task of the complaints officer to handle your complaint carefully. This includes looking at the purpose and the components of your complaint. The complaints officer will also go through any follow-up steps with you. The complaints officer will ensure that your complaint reaches the supervisor or board of directors.

Your complaint is always handled seriously and together we look for a solution.



4

The handling

In case of complaints, you will receive a written response describing what arrangements or measures were implemented.

Your complaint will be handled within six weeks.

5

Complaints advisory committee

Once the complaints procedure of ZJCN has been followed, your complaint can, if applicable, be referred to the complaints advisory committee.

The members of the committee do not work for ZJCN and are therefore independent.

They also have an obligation of confidentiality. This means that they may only discuss your complaint with people directly involved in your situation.