



Huisartsenpraktijk Samsom

Drs. W.N. Samsom, huisarts

Herculesweg 13, 2624 VM Delft, telefoon: 015 261 16 01

KvK 27345877 website: www.samsomhuisarts.com

Complaints procedure General Practice Dr. Samsom

A complaint? Discuss your dissatisfaction with your doctor in the first instance

If you are dissatisfied, we appreciate that you discuss this with us. When we are aware of your dissatisfaction, we can try to solve it for you. That is why we request you to fully print out this complaint form and to hand it over to our practice, after which we will contact you to discuss your complaint with you.

Complaint Form for patients

-please fill in completely-

Your details (the person who submits the complaint, this may also be the patient's representative or heir)

Full name:

M/F

Address:

Zipcode + Residence:

Telephone number:

Details of the patient

Full name of the patient:

Date of birth:

Relationship between you and the patient (for example: mother, husband):

Nature of the complaint

Date of the incident:

Time of the day:

The complaint is about (*multiple choices possible*):

- medical treatment by employee
- unfair behaviour by employee
(= the way the employee treats you or talks to you)
- organization of the practice
(= the way in which various matters are arranged in the practice)
- administrative or financial settlement
- something else

Description of the complaint:

Date and signature:

You can hand in or send the completed and signed form to:

Huisartsenpraktijk Samsom, Herculesweg 13, 2624 VM Delft

We will then contact you by telephone or in writing. Complaints sent in during our holidays, we can unfortunately only deal with after that holiday.

This GP Organization is affiliated with the SKGE.

Do you not agree with us on the solution of your complaint?

In that case, you can discuss your complaint with an independent and impartial complaints officer from the SKGE. The complaints officer will work with you to find a solution to your complaint or problem. The complaints officer can try to mediate the complaint. The complaints officer does not choose a party and therefore has no opinion. Everything you tell the complaints officer is confidential. You can use the complaint form on the [SKGE website](#). The complaints officer can be reached at telephone number 088 0229190.

If, after having discussed your complaint with your general practitioner and after mediation by the complaints officer, you still have not come to an agreement, you can request a decision about your complaint from the GP's disputes body. This independent committee consists of a chairman (lawyer) and members on behalf of the patients and members on behalf of the general practitioners. The committee is assisted by an official secretary who is also a lawyer. The opinion of the disputes body is binding. More information can be found in the folder in the waiting room of your GP and on www.skge.nl.