

# Complaints Procedure of HumanCapitalCare

HumanCapitalCare makes every effort to provide the best possible service. This includes factors such as content, accessibility, working speed, treatment and the provision of information. As an employer or employee, are you dissatisfied with our service? If so, you can submit a complaint.

HumanCapitalCare considers complaints as an opportunity to improve our quality of service so that we can better advise you as a client. To ensure that your complaint is handled properly, HumanCapitalCare has a straightforward complaints procedure. We think it is important that you are able to communicate your complaint and we always strive to find a satisfactory solution for both parties.

We treat any expression of dissatisfaction with our services that cannot be remedied after a single explanation or immediate correction as a complaint.

## Do you have a complaint?

### 1. Submitting a complaint

You can submit your complaint via the digital complaint form on our website, Home | HumanCapitalCare. You will receive a confirmation of receipt within five working days. If a complaint is being submitted on behalf of an employer or an employee, then we also kindly request an authorization signed by the person wishing to submit the complaint.

### 2. Registration

The complaint will then be registered in the complaints register from HumanCapitalCare by the complaints officer. The complaints officer then has the option of delegating the handling of the complaint to an officer responsible for the relevant region. This person is not involved in the content of the complaint. The complaints officer will then monitor the handling of the complaint. We treat your personal data confidentially. Want to know more? Check out [Privacy Statement | HumanCapitalCare](#).

### 3. Your complaint will be addressed

The complaint will be investigated by the responsible officer (complaints officer or delegated officer responsible for the region). If there are any questions or uncertainties, the officer in charge will contact you. He/she will also enquire about the opinion of the person(s) concerned within HumanCapitalCare.

#### 4. Decision

Based on the information gathered, a decision will be made. You will receive a written response from the designated officer within 6 weeks of receiving the complaint, unless a postponement (of up to 4 weeks) has been communicated to you in writing with regard to the complaint. This will also contain the proposed solution(s) or measure(s) to be taken.

#### 5. Disagree with the decision?

If you do not agree with the decision, you can submit a written objection to the management of HumanCapitalCare in Son within one month after the decision. A confirmation of receipt will be sent within five working days. You will be invited to provide an explanation of your objection. After this, you will receive a written notification of the decision from the management within 6 weeks.

If the Healthcare Quality, Complaints and Disputes Act (WKKGZ) applies, the complaints officer will inform you, and you will be able to submit your objection to the Services Disputes Committee (Geschillencommissie Arbodienstverlening).

#### 6. Still disagree with the decision?

If the complaint has still not been settled to your satisfaction, you can contact one of the following committees:

Performance of services (non-medical):

Services Disputes Committee (Geschillencommissie Arbodienstverlening)  
(<https://app.klachtregeling.nl/ga>)

Pre-employment medical examinations:

Complaints Committee for Pre-employment Medical Examinations  
(<https://www.ser.nl/nl/thema/aanstellingskeuringen>)

Professional conduct of healthcare provider:

Regional Disciplinary Board  
(<https://www.tuchtcollege-gezondheidszorg.nl/ik-heb-een-klacht>)

Professional conduct of psychologist NIP and NIP-registered psychologist:

Dutch Institute of Psychologists (Nederlands Instituut van Psychologen)  
(<https://psynip.nl>)

Professional conduct of registered occupational health specialist:

Foundation for Registered Occupational health specialists (Stichting Register Arbeidsdeskundigen)  
(<https://www.register-arbeidsdeskundigen.nl>)

Professional conduct of a physiotherapist

Disputes Committee for Physiotherapy

<https://www.kngf.nl/professie-ethiek/wet-regelgeving/een-klacht-of-geschil-en-dan/>

## Exceptions

Four situations are exempt from the complaints procedure:

- If there is doubt concerning a company doctor's advice or opinion in the context of:
  - Sick leave follow-up
  - Occupational health examination conducted (PAGO, PMO)
  - Prevention (health and safety related to your work)

In this case, the employee can request a second opinion through their own company doctor.

- In the case where the rehabilitation process has stalled, if you want to know whether you are on the right track with the rehabilitation process or if you disagree with the company doctor, the employer of the employee can go to the UWV for an expert opinion ([www.uwv.nl](http://www.uwv.nl)).
- A claim concerning any financial loss you believe to have suffered due to the actions of HumanCapitalCare. In this case, you can send a liability claim to the legal affairs department of HumanCapitalCare, [juridischezaken@humantotalcare.nl](mailto:juridischezaken@humantotalcare.nl)
- Questions of comments regarding an invoice. In this case, please contact your commercial contact person in the region.

## Contact

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