

Sento Medical Complaints procedure

From January 1, 2017, the Quality, Complaints, and Disputes in Healthcare Act (Wkkgz) came into effect, among other things, for complaints and disputes. This law governs how complaints about healthcare providers can be submitted and how the complaint should be addressed.

According to this law, all healthcare providers must have a complaints procedure, be affiliated with a disputes committee, and provide an independent complaints officer. The Foundation for Quality Physiotherapy Certification (Stichting Keurmerk Fysiotherapie) regulates this for all its affiliated therapists.

In case of complaints, please contact Sento Medical. Express your complaint to the currently operating physiotherapist or the front desk assistant. You can fill out a complaints form on the basis of which appropriate measures will be taken.

The measures taken will concern both the organization and the plaintiff. How do we prevent new complaints in the future and is the complainant satisfied with the suggested appropriate solution. The complainant is kept informed at all times of the progress of the solution, if desired. Complaints are reported in the annual quality report.

All physiotherapists at Sento Medical are members of the complaints procedure of the Keurmerk physiotherapy.

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