

What to do if you want to file an official complaint

If you are not satisfied with the outcome of your complaint at Holistic Origin or prefer to file a complaint directly with official authorities, Dutch law (Wkkgz) provides you with the following options:

1. National Healthcare Report Centre (Landelijk Meldpunt Zorg - LMZ)

The LMZ offers advice, guidance, and support for healthcare complaints, including alternative therapies. You can file a complaint through their online form, by email, or by post.

Contact details:

- Website complaint form: www.landelijkmeldpuntzorg.nl
 - Email: klachten@cibg.nl
 - Phone: 088 - 120 50 20 (working days 9 am – 5 pm)
 - Postal address: Postbus 2518, 6401 DA HEERLEN
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2. Healthcare Inspectorate (Inspectie Gezondheidszorg en Jeugd - IGJ)

If you believe there is a serious risk to your health or safety, you can report directly to the IGJ, which supervises healthcare quality in the Netherlands.

Contact details:

- Website: www.igj.nl
 - Phone: 088 - 120 33 33
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3. Disputes Committee (Geschillencommissie)

If your complaint is not resolved satisfactorily, you may escalate it to a disputes committee. This committee can make a binding decision, which may include compensation.

Your healthcare provider should inform you which dispute committee they are affiliated with. If unsure, please ask us or check our website.

4. Your Practice Complaint Procedure

At Holistic Origin, we strive to resolve complaints promptly and fairly. Please submit your complaint to us first so we can try to resolve the issue.

If you are not satisfied with our response, you have the right to escalate your complaint to the authorities listed above, following the Wkkgz law.

We're Here to Support You

Your well-being is our top priority. If you ever have concerns or complaints about your treatment, please don't hesitate to reach out. We are committed to resolving any issues respectfully and professionally.

Need Help?

If you need assistance filing a complaint, please contact us directly or use the resources above. We are here to help guide you through the process and ensure your voice is heard.

Contact Holistic Origin

Email: info@holisticorigin.com

Phone: +31 6 11642436

Address: Scheltemaheerd 94, 9736AL

Website: www.holisticorigin.com