Daisy Chain
PLAYGROUP
English-speaking playgroup · The Hague

Complaints Procedure

This procedure was approved by Serlene Stockton, Administrator, on 9 November 2026.

Document	Complaints Procedure (policy for parents and carers)
Version	4
Date	9 November 2026
Review date	9 November 2027 (or earlier if the law or our way of working changes)
Prepared by	Serlene Stockton, Administrator, for the Daisy Chain team
Approved by	Serlene Stockton, Administrator, on 9 November 2026
Supersedes	Version 3 dated 13 October 2025 and all earlier versions, including the undated pre-inspection copy (June 2025). Older versions must no longer be used or shared.

1. Our promise to you

At Daisy Chain Playgroup we believe that children and parents are entitled to courtesy and to prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve the playgroup, and we take every concern about the running of the playgroup seriously.

Most concerns can be sorted out quickly by talking to us. If that does not work, this procedure explains the steps we follow. Our aim is to reach a fair outcome for everyone as quickly as possible, while investigating every complaint carefully and keeping you informed along the way.

2. What this procedure covers

You can use this procedure for complaints about:

- the way the playgroup, or anyone working at the playgroup, has behaved towards you or your child; and
- the agreement (contract) between you and the playgroup, for example sessions, fees or other arrangements.

Both kinds of complaint are covered by the complaints procedure the law requires us to have (Wet kinderopvang, article 1.57b, as quoted in the GGD inspection report of 2 October 2025).

If you are worried about a child's safety, please tell us straight away. Section 8 explains what happens then.

3. Who handles complaints

Role	What they do
Team Leader	Your first point of contact, unless the complaint is about the Team Leader. Listens to your concern, reads the playgroup email inbox on working days, investigates written complaints, keeps you updated and gives you the written decision. Keeps the complaints records.
Assistant teacher	Listens to any concern you raise and passes it on to the Team Leader the same day. If your complaint is about the Team Leader, please bring it to the assistant teacher, who will pass it to the independent supervisor.
Independent supervisor	Joins the Stage 3 meeting and the later stages. If your complaint is about the Team Leader, the independent supervisor handles it in place of the Team Leader, after the assistant teacher has passed it on, and keeps the records of that complaint.
Parents' committee	Can take a complaint to the Geschillencommissie Kinderopvang on behalf of parents (see section 6). Parents can approach the committee at drop-off or collection, or via the staff. The committee is new and has not yet set up any email or WhatsApp route; it is independent of the playgroup's administration.

If your complaint is about the Team Leader, please bring it to the assistant teacher at drop-off or pick-up, rather than sending it only to the playgroup email, because that inbox is read by the Team Leader. The assistant teacher will pass it to the independent supervisor, who then handles the complaint in place of the Team Leader at every stage below.

4. How to raise a concern or complaint

You can contact us in any of these ways:

- **In person:** talk to the Team Leader at drop-off or pick-up, or ask for a quiet moment to talk. If your complaint is about the Team Leader, talk to the assistant teacher.
- **By phone:** +31 6 41 93 64 07.
- **By email:** admindaisychain@gmail.com.
- **By letter:** Daisy Chain Playgroup, Riouwstraat 2c, 2585 HA Den Haag.

A **formal complaint must be made in writing** (a letter, an email or a completed form). This is a requirement of the law, as set out in the GGD inspection report. If you find writing difficult, tell us and we will help you put your complaint on paper. It helps if you include:

- your name and your child's name;
- what happened, when, and who was involved;
- what you would like to happen now.

5. The steps we follow

Stage 1: Talk to us (informal)

Please talk to the Team Leader first. Most concerns are resolved quickly and in a friendly way at this stage. You do not have to use Stage 1: you may go straight to a written complaint (Stage 2) if you prefer.

Stage 2: Make a formal written complaint

If talking has not solved the problem, if it happens again, or if you prefer to start formally, write to the Team Leader. If your complaint is about the Team Leader, bring your written complaint to the assistant teacher, who will pass it to the independent supervisor. We will then:

- confirm that we have received your complaint, within five working days;
- investigate your complaint carefully;
- keep you informed of progress as much as possible while we investigate;
- meet with you to talk through the outcome;
- give you a **written decision with our reasons within 28 days** of receiving your complaint. The law sets an outer limit of six weeks after a complaint is made, and asks us to deal with it as quickly as its nature allows (GGD inspection report, article 1.57b(2) Wet kinderopvang);
- state in the decision **what we will do and by which date**. Changes to our procedures are normally made within one week, after they have been shared with all parents for feedback and agreed.

When the complaint is resolved at this stage, the main points are written in the Complaints Book.

The written decision at Stage 2 is our formal decision. The law asks us to give it within 28 days and never later than six weeks after we receive your written complaint. Stages 3 to 5 are further steps if you are not satisfied with that decision.

Stage 3: Meeting with the Team Leader and the independent supervisor

If you are not satisfied with the decision, you can ask for a meeting with the Team Leader and the independent supervisor. If the complaint is about the Team Leader, the meeting is with the independent supervisor. You are welcome to bring a friend or partner. We make an agreed written record of the discussion and of any decision or action. Everyone at the meeting signs the record and receives a copy. The signed record closes the procedure, and the main points are written in the Complaints Book.

Stage 4: Help from an independent mediator

If we cannot agree at the Stage 3 meeting, either side may ask the Klachtenloket Kinderopvang to mediate (this is free), or we may invite another independent mediator whom both sides accept. If we use a mediator other than the Klachtenloket, the playgroup meets the cost unless we agree otherwise. A mediator has no legal powers but listens to both sides, helps to define the problem, reviews what has been done so far and suggests ways to solve it. The mediator keeps everything strictly confidential, may hold separate meetings with you and with the playgroup, and keeps a written record of discussions and advice that both sides agree.

Stage 5: Final meeting

When the mediator has finished, we hold a final meeting with you, the Team Leader and the independent supervisor to decide what action to take, using the mediator's advice. If the complaint is about the Team Leader, the meeting is with the independent supervisor. The mediator attends if everyone thinks this will help. A record of the meeting and the decision is signed by everyone present, and each person receives a copy. This signed record closes the procedure. Any agreed changes are made within one week.

6. Independent help outside the playgroup

Daisy Chain Playgroup is a member of the **Geschillencommissie Kinderopvang** (the Dutch Childcare Disputes Committee), as the law requires and as the GGD confirmed in its 2025 inspection. This independent committee deals with disputes between parents and a childcare provider about:

- the behaviour of the provider or its staff towards a parent or child; and
- the agreement between the provider and the parent.

It also deals with disputes between a provider and its parents' committee about the committee's right to give advice.

Please make your complaint to us first. If we cannot resolve it, if we do not give you a written decision within six weeks, or if you would like independent advice, you can contact the Klachtenloket Kinderopvang. Advice and mediation through the Klachtenloket are free. If the matter is still not resolved, you can ask the Geschillencommissie Kinderopvang to make a decision. The parents' committee may take a dispute about its right to give advice to the Geschillencommissie.

The **Klachtenloket Kinderopvang** (Childcare Complaints Desk) is part of the same organisation. It gives information and advice and can help to mediate before a case goes to the committee.

Klachtenloket Kinderopvang	Postbus 96802, 2509 JE Den Haag Phone 0900 1877 (weekdays 09:00 to 15:00) www.klachtenloket-kinderopvang.nl/english/
Geschillencommissie Kinderopvang	www.degeschillencommissie.nl
Cost for parents	Advice and mediation through the Klachtenloket are free. A complaint to the Geschillencommissie costs 25 euros, which is refunded if the complaint is upheld.

7. GGD Haaglanden: the inspection body

Our playgroup is registered in the national childcare register (LRK 143927164) and is inspected by **GGD Haaglanden** on behalf of the municipality of The Hague. The GGD checks that we meet the legal quality requirements of the Wet kinderopvang, including this complaints procedure. GGD inspection reports can be found through the link to the national register (Landelijk Register Kinderopvang) on our website.

If you think the playgroup is not meeting its legal quality or safety requirements, you can contact GGD Haaglanden's childcare inspection team (Toezicht Kinderopvang) on 070 353 72 24 (weekdays 08:30 to 17:00) or at toezichtkinderopvang@ggdhaaglanden.nl. The GGD does not settle individual complaints between parents and the playgroup; it uses reports when it inspects the playgroup.

8. If a complaint concerns a child's safety

If a complaint suggests that a child may be at risk, the safety of the child comes first. We follow the **Meldcode** (the Dutch reporting code for domestic violence and child abuse) and our own Protocol on unwanted behaviour, sexual harassment, abuse and safeguarding (2025). Parents are informed in line with that protocol.

- The Team Leader and the independent supervisor work with Veilig Thuis Haaglanden to make sure the concern is properly investigated and followed by the right action.
- A complaint that a member of staff may have harmed a child is handled under the Protocol. The holder consults the Vertrouwensinspecteur of the Inspectie van het Onderwijs (0900 111 3 111, weekdays 08:00 to 17:00). Parents may also contact the Vertrouwensinspecteur for advice.

9. Confidentiality

We treat every complaint confidentially. Information is shared only with the people who need it to deal with the complaint (the Team Leader, the independent supervisor and, if used, the mediator). The mediator keeps all discussions strictly confidential. Personal information is handled as described in our Privacy Statement.

Making a complaint will never affect your child's place at the playgroup or the way your child is cared for.

10. How we record complaints

- **Complaints Book:** we record every complaint about the playgroup, the children or the adults working here, with the date, what the complaint was about and how it was dealt with.
- **Investigation file:** if a complaint needs a detailed investigation, the Team Leader may keep all related information in a separate file for that complaint. If the complaint is about the Team Leader, the independent supervisor keeps that file.
- **Complaints Summary Record:** the outcome of every complaint is recorded here. Parents can ask to see it.
- Records are kept securely for two years.

To date Daisy Chain Playgroup has never received a formal complaint, so there is no Complaints Summary Record yet.

11. Annual complaints report

When complaints have been received, the playgroup writes an annual complaints report before 1 June of the following calendar year, sends it to the GGD, and brings it to parents' attention. This is what the GGD inspection report of 2 October 2025 requires (article 1.57b Wet kinderopvang).

If no complaints were received in that calendar year, we do not send a report.

12. Keeping this procedure up to date

We review this procedure every year and whenever the law changes. We tell parents about this procedure and any changes to it through our website, at the intake meeting, and by our usual channels (WhatsApp, Facebook and the newsletter), as the law requires (article 1.57b(3) Wet kinderopvang, as quoted by the GGD).

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Complaints: a quick guide for parents

Summary of our Complaints Procedure, Version 4 (November 2026).

We want you and your child to be happy at Daisy Chain. If something is not right, please tell us. We take every concern seriously and it will never affect your child's place or care.

How to contact us

- Talk to the Team Leader at drop-off or pick-up
- If your complaint is about the Team Leader, please bring it to the assistant teacher
- Phone +31 6 41 93 64 07
- Email admindaisychain@gmail.com

What happens next

1. **Talk to us.** Most concerns are sorted out quickly and informally. You may go straight to a written complaint if you prefer.
2. **Write to us.** For a formal complaint, email or write to the Team Leader. We acknowledge your complaint within five working days, investigate carefully, keep you updated, meet with you and give you a written decision with our reasons within 28 days (never more than six weeks), including what we will do and by when.
3. **Meet the Team Leader and the independent supervisor** if you are not satisfied. We agree and sign a written record.
4. **Independent mediator.** If we still disagree, we may use the free mediation of the Klachtenloket Kinderopvang, or another mediator both sides accept (the playgroup meets that cost unless we agree otherwise).
5. **Final meeting** to agree the action to take, with a signed record.

Independent help

Please make your complaint to us first. We are a member of the Geschillencommissie Kinderopvang. The Klachtenloket Kinderopvang (0900 1877, weekdays 09:00 to 15:00, www.klachtenloket-kinderopvang.nl/english/) can give you free advice and help to mediate. A complaint to the Geschillencommissie costs 25 euros, which is refunded if the complaint is upheld.

Our playgroup is inspected by GGD Haaglanden (LRK 143927164). If you are concerned that we are not meeting our legal quality or safety requirements, you can contact the GGD childcare inspection team on 070 353 72 24 or at toezichtkinderopvang@ggdhaaglanden.nl. Inspection reports are linked from our website.

Confidential and recorded

Complaints are handled confidentially and recorded in our Complaints Book. Records are kept for two years. The full Complaints Procedure is available on our website or on request.