

Complaints

Engels

Buurteam
Amsterdam



We'll solve it together

How Buurteam Amsterdam handles your complaint

we help you with questions about care • money • housing • health • work • social contact • safety

We make every effort to provide the best help we can

There may be times when you are not completely satisfied with the help we provide. Perhaps you feel you were not treated with respect. Or you may be dissatisfied with the availability of the buurtteam or the support and guidance you receive. We are eager to know if you are dissatisfied. If that happens, you can make a complaint. **This is how Buurtteam Amsterdam will deal with your complaint.**

Buurtteam Amsterdam consists of seven separate organisations that are active with buurtteams in the seven districts of Amsterdam: Noord, Centrum, West, Nieuw-West, Zuid,

Zuidoost and Oost. We want to be sure that you are satisfied and are eager to find out how we can improve. This is why we have agreed rules on how we deal with complaints.



Talking with each other

If you are dissatisfied with the help provided or have a complaint, the first thing to do is report it to your member of buurtteam staff. He or she will start by discussing the matter with you.

We will investigate the issue and attempt to resolve the matter together with you.

Making a complaint

If discussing the issue fails to resolve it and you are still unsatisfied, you can complain to the relevant buurtteam organisation. You can do this by email, telephone or letter addressed to the Complaints Coordinator. The Complaints Coordinator will handle your complaint confidentially.

After you submit your complaint, we will contact you within 5 working days to discuss the next steps.

Complaints regulations

The seven buurtteam organisations have agreed rules on how we deal with complaints. In addition, each buurtteam organisation has its own complaints regulations. These explain what they will do to resolve your complaint.

You can find a list of the seven buurtteam organisations, contact details and complaints regulations at buurtteamamsterdam.nl/klachten



The Ombudsman

If you are dissatisfied with the way your complaint has been resolved, you can contact the Ombudsman Metropool Amsterdam. The City Ombudsman handles complaints about organisations and individuals for which the City of Amsterdam is responsible. The Ombudsman will investigate how the complaint was handled.

You can find more information about the City Ombudsman at ombudsmanmetropool.nl. They can also be contacted by telephone on **020 625 99 99**.



**Buurteam
Amsterdam,**
always near
when you
need us

This is how to make a complaint

Contact the buurtteam organisation in your city district. You can call us, send an email or drop by at one of our locations. You can also send a letter. You can find the address of your local buurtteam on the website. To contact the buurtteam organisation for your city district, call:

Centrum	020 557 33 38	klachten@buurteamamsterdamcentrum.nl
Noord	020 435 45 55	klachten@buurteamamsterdamnoord.nl
Zuid	020 235 91 20	klachten@buurteamamsterdamzuid.nl
Nieuw-West	020 667 51 00	klachten@buurteamamsterdamnieuwwest.nl
West	020 618 49 52	klachten@buurteamamsterdamwest.nl
Zuidoost	020 314 16 18	klachten@buurteamamsterdamzuidoost.nl
Oost	020 462 03 00	klachten@buurteamamsterdamoost.nl