

## Complaints form

### Not happy? Let us know!

It is only with your help that we can improve. Describe your complaint and submit it to the CAW.

We will get in touch within 14 days of receiving your complaint. We will then work on finding a solution as quickly as possible.

#### Your details

FIRST NAME

SURNAME

STREET AND HOUSE NUMBER

POSTCODE + TOWN/CITY

TELEPHONE

EMAIL

#### Confidant details (if you have one)

FIRST NAME

SURNAME

STREET AND HOUSE NUMBER

POSTCODE + TOWN/CITY

TELEPHONE

EMAIL

#### Which department (team) does your complaint concern?



## Don't keep it to yourself, register your complaint.

We always try to help you the best we can. However, there may be times when you are unsatisfied.

Let us know what has gone wrong and what you expect from us. We'll find a solution together!

Do you want to know more?  
[www.caw.be/niet-tevreden](http://www.caw.be/niet-tevreden)

Dit is de vertaling Engels van 'CAW Groep - Ontevreden? Wij luisteren ook als je klachten hebt!' en bevat identiek dezelfde informatie als de Nederlandse tekst. Deze vertaling mag enkel verspreid worden met de originele brontekst.

[www.caw.be](http://www.caw.be) · 0800 13 500

## Unsatisfied? We will listen to your complaints too!



**CAW**

maakt sterker

# Unsatisfied, what now?

**It is very important for us to continuously improve the support that we offer. Let us know if you are not satisfied with the support and service we provide.**

Providing support is a job performed by people, so now and then something might go wrong. That's why it's important to hear from you as soon as possible about how we can provide you with more effective support.

First of all, try and explain to your support worker or their supervisor why you are dissatisfied. Sometimes the problem can be solved simply by talking about it. Do you find this

difficult or do you feel like the problem hasn't been solved? Then you should submit your complaint. Sometimes we can't resolve your complaint, for example on the grounds of certain rules that we have to abide by. If we are not able to resolve your complaint, we will explain why that is the case and then look to see if there is another way we can help.

All CAW's in Flanders and Brussels have the same complaints procedure. You will always be assisted by people who are not involved in the complaint. We will try to find a solution together. We hope to be able to regain your trust.

## Submitting your complaint

There are several different ways to submit your complaint.

- Via the complaints form (in Dutch, French or English)
- Online: [www.caw.be/niet-tevreden](http://www.caw.be/niet-tevreden)
- Via telephone, a letter or e-mail to the address of the CAW where you received your assistance



**Attention: A complaint cannot be submitted anonymously. You must disclose your personal details, otherwise we can't help you.**

## Support from a confidant

You don't have to submit a complaint alone.

- You can always request the help of a confidant.
- If requested, management or another CAW-employee can help you complete the complaints form.
- If you require an interpreter in order to discuss your complaint, we will arrange one for you.

## Processing of your complaint

1. A complaint handler will be in touch within 14 days regarding your complaint. We will check whether we are able to accept your complaint and then we will consult with you about how to proceed.
2. An investigation procedure will be initiated, during which all the parties involved will be heard on an individual basis.
3. Within 10 weeks of submitting your complaint, you will receive a suggested solution.



## What happens if you are not satisfied?

Are you unhappy with the suggested solution? You can submit your complaint to the government, at the department for 'Zorg'.

- in a letter: department Zorg, Koning Albert II-laan 15 bus 497, 1210 Brussel
- e-mail: [klachten.zorg@vlaanderen.be](mailto:klachten.zorg@vlaanderen.be)

**More information is available at:** <https://vlaanderen.be/departement-zorg/klachten>

## Information & assistance

Do you need more information or assistance with completing or sending the complaints form? Then simply call the free number: 0800 13 500. Our staff will be happy to help you.

**Do you want to know more?** [www.caw.be/niet-tevreden](http://www.caw.be/niet-tevreden)

**Important note: You can cancel your complaint at any time.**

**What is your complaint? Describe the facts and the circumstances.**

**What has already been done to find a solution?**

**What solution do you expect?**

**DATE**

**CLIENT SIGNATURE**

**To be completed by the complaint handler**

**DATE OF RECEIPT**

**COMPLAINT TRACKING**