



Complaints

Do you have a complaint about your coach?

It is important that you feel good with your coach. It is nice if the contact with your coach is professional and pleasant. It may happen that you are not satisfied with the conversations and the care provided and that you have a complaint.

Discuss the complaint with your coach

Do you have questions, doubts or are you not really satisfied? Tell your coach. It is important that you talk to the person first to whom the complaint relates. He or she would like to learn from you and would usually appreciate hearing it if a client is not satisfied. A good conversation can often clarify a lot and dissuade dissatisfaction. Your coach can explain more about the way of (acting) and possibly offer apologies.

Consult a complaints-officer

Are you unable to solve the complaint with your coach? Or do you want help with filing a complaint? Then contact the complaints officer of the CBKZ (Centraal Bureau Klachtenmanagement in de Zorg). She (or he) is impartial, works independently and is happy to help you with support and advice. The complaints officer also mediates in finding a solution. Everything you tell the complaints officer is confidential. Trescoaching is affiliated with the CBKZ.

You can find more information about filing a complaint at <http://www.klachtverloskunde.nl/>