

Complaints Procedure UHP

We aim to carry out our work properly and professionally, and we value your trust. If you have a complaint about your treatment or are dissatisfied with any aspect of our practice, please let us know as soon as possible. We would like to discuss your concerns with you and learn from the feedback.

Complaint form

You can do this by requesting the complaint form from the practice assistant, completing it, and returning it. Your doctor will then process your complaint, and an appointment will be scheduled to discuss it with you. If you wish, our complaints officer can also be present during this conversation.

Such a conversation can often be insightful. Additionally, it is important for your GP to know that you want to discuss a complaint, as they can work with you to find a solution.

Head of the Department

If a resolution cannot be reached, or if you are not satisfied with the outcome, you can make an appointment with the head of the department, Mrs. Dr. K. Prince, General Practitioner/Head of the University General Practice, by calling +3120 444 1423.

Patient Service & Care Provider Service Center (Patiëntenservice Zorgsupport (PAZO))

Finally, if you are unable to resolve the matter with the head of the department, or if you have other reasons for not wishing to file your complaint with her, you can discuss your complaint with an employee of Patientenservice Zorgsupport (PAZO). PAZO is located on the ground floor in the outpatient clinic hall (PK 0 HAL 08). The staff can provide you with information about the complaints procedure, register your comments without officially filing a complaint, and assist you in writing an official complaint.

Contact information service center PAZO VUmc:

You can visit the Patientenservice Zorgsupport (open Monday to Friday, from 8.30 tot 12.00 AM and 13.00 tot 16.00 PM). You can also contact the staff by phone or email for information. For more details, please visit the Amsterdam UMC website

Location: Hall outpatient clinic, PK 0 Hall 08

Telephone: +3120 444 0700

Email: PAZO-VUMC@amsterdamumc.nl