

COMPLAINTS PROCEDURE

Would you like to know how the complaints procedure works?

Emily Shaw adheres to the professional code of conduct for therapists affiliated with **Vaktherapie Nederland**.

The affiliated healthcare providers fall under the **Quality, Complaints, and Disputes Act (Wkkgz)** and therefore meet the requirements set for practices since 2017.

1. If you have a complaint about me, it's best to first try to resolve it together with me.
2. If we are not able to reach a satisfactory situation together, you can submit a complaint to **Vaktherapie Nederland** – <https://fvb.vaktherapie.nl/kwaliteit/klachten>.

For more information:

[Regulations for Complaints and Disciplinary Law](#)