

Do you have a complaint?

Are you dissatisfied?

What could be better?



Moviera aims to restore long-term safety in families and relationships, reduce the risk of recurrence of violence and abuse, and promote recovery to prevent relapse.

Do you have a problem or complaint about our assistance? Are you dissatisfied with something? If so, you can file a complaint with us. Complaints are important to Moviera because we want to help you to the best of our ability. We can learn from your complaint.

information about the client counsellor, visit www.moviera.nl/over-moviera/clientvertrouwenspersoon.

> What will happen with your complaint?

After filing a complaint, you will receive a response as soon as possible. We will usually contact you to discuss your complaint. We try to handle complaints within six weeks.

> Filing a complaint

You can file a complaint by completing our complaint form at: www.moviera.nl/klachten. You can also ask one of our staff members for the complaint form. Send the completed form digitally to klachten@moviera.nl or print it out and give it to one of our staff members.

> Client counsellor

Moviera has a client counsellor with whom you can discuss your issue in a safe environment. The client counsellor can help you file a complaint. For more

