

Patients' opinions, suggestions and complaints matter!

Complaints and disputes

Of course, we would like to hear if you are satisfied with treatment and results. Unfortunately, it may happen that you have a different experience. Even then, it is important that you put forward your opinion or complaint

Talking to your chiropractor

We advise you to always discuss any problems with your chiropractor first. Often problems can be solved by mutual agreement. Should you not come to an agreement together, you can contact the complaints officer of the Dutch Chiropractors Association.

Complaints officer NCA

The complaints officer acts from a sincere interest and will do everything possible to try, together with you and the care provider, to find a meaningful and satisfactory solution, if possible while maintaining the relationship and mutual trust. If this does not go according to plan, the complaints officer can advise you on a possible follow-up. The complaints officer works according to the VKIG professional profile.

Dispute regulation

All members of the NCA are registered in the quality register of the Stichting Chiropractie Nederland. Should no solution be reached after talks with your chiropractor and/or with the help of mediation by the complaints officer, there may be a dispute. There is a dispute settlement available through the SCN. The complaints officer can inform you about this.