

## Information regarding complaints

### Course on Minimally Invasive Gastrectomy and Minimally Invasive Esophagectomy ESSO in partnership with the Surgical Oncology Foundation Utrecht

#### Definitions

Term	Definition
Complainant	A (future) participant of the course
Complaint	The deviation that was found by the complainant.
Managing board	Receiver of the complaint
Complaint commissioner	Appointed complaint mediator

#### Confidentiality

Complaints will be handled confidentially by all parties. This means that the involved parties will only exchange information regarding the complaint between each other, until the managing board or complaint committee has posed a statement concerning the handling of the complaint. Involved parties are not supposed to discuss the complaint with others before that, for example through social media.

#### Complaint types

Type	Examples	Receiving party	Form
Low-threshold	<ul style="list-style-type: none"><li>• Heating in the room</li><li>• missing course material</li></ul>	Lecturer/instructor	Orally or written
Concerning lecturer(s) or other participants	<ul style="list-style-type: none"><li>• Inappropriate behavior</li><li>• Lack of competence</li></ul>	Managing board	Written
Concerning course content	<ul style="list-style-type: none"><li>• Does not meet the law</li><li>• Is of insufficient depth</li></ul>	Managing board	Written
Concerning managing board		Managing board	Written
Dispute	Disagreeing with statement of the managing board	Managing board	Written

#### Complaint procedure

##### *Notification*

The complainant reports their complaint personally to an authorized collaborator or to the managing board of the course. The complainant will do this no later than one month after the situation has occurred.

### Complaints may be reported to:

Ana Galan

Ana.Galan@essoweb.org

European Society of Surgical Oncology (ESSO)

Clos Chapelle-aux-Champs, 30 (6th floor) bte 1.30.30

1200 Brussels, Belgium

Education: +32 2 880 62 63

General: +32 2 880 62 62

### **Confirmation of receiving a complaint**

The receiving party will immediately confirm the receipt of a complaint.

In case of low-threshold complaints, the receiving can also immediately suggest strategies for improvement. When the complaint concerns lecturers, other participants, or course content, the receiving party will inform the complainant about the procedure and the expected time to a response.

### **Processing of complaints**

The managing board determines whether complains will be processed further and the complainant will be informed about this decision immediately. In case the managing board decided not to process a complaint further, the reason will be given. Reasons not to process a complaint could for example be that insufficient information is provided or that the complaint is wrongfully addressed to this institution.

### **Decision**

The managing board of the institute is authorized to judge complaints and possibly change certain aspects of the course.

### **Handling**

A complaint is handled within eight weeks after it has been reported. The complainant will be notified immediately in case it becomes clear that more time is needed to handle the complaint.

The complainant will be informed about the complaint decision and its consequences within the prescribed period. Possible changes following the complaint decision will be made as soon as possible. At some occasions more time is needed to process the changes that follow from the complaint decision. In that case, the complainant will be informed.

### **Objection to the complaint decision**

In case a complainant does not accept the decision regarding a complaint that has or has not been processed, he can object by indicating his wish to contact an appointed complaint mediator, who acts as a complaint commissioner. This desire is expressed to the managing board, who then sends over all relevant documents concerning the complaint, which has then become a dispute, to the complaint commissioner as soon as possible. The complainant is informed about this.

### **Objection to the complaint commissioner**

The complaint commissioner is an independent individual who is appointed by the managing board. In case the complainant can demonstrate that the complaint commissioner is not independent, another individual can be appointed in that role.

### **Decision of complaint commissioner**

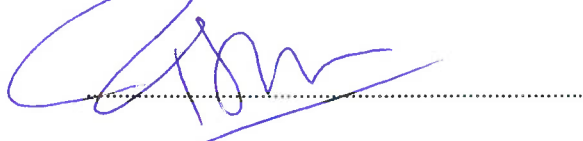
The complaint commissioner will be responsible for the follow-up of the complaint with the complainant. After a decision has been made, the complaint commissioner will inform both parties (i.e. the complainant and the managing board). The decision is binding for all parties.

### **Complaint registrations**

Complaints will always be regarded as possibilities to improve. The managing board of the institute will register and store all complaints for a period of 2 years. The complaint commissioner registers all disputes.

Utrecht, 13th September 2019

Prof. dr. B. van Hillegersberg, course director

A handwritten signature in blue ink, consisting of a large initial 'B' followed by a cursive name, written over a horizontal dotted line.

Stichting Chirurgische Oncologie Utrecht