



## **PROCEDURE FOR SUBMITTING A COMPLAINT TO THE ABvC**

If you want to submit a complaint against a counsellor who is a member of the Algemene Beroepsvereniging voor Counselling (ABvC), please follow the steps below. This information will give you some insight into what you can expect and ensures that the processing of your complaint will proceed smoothly.

Before the ABvC will accept a complaint, you must first submit your complaint to your counsellor in writing, supported by your arguments. The counsellor then has ten days to respond.

If, after ten days, you have not received a satisfactory response, you can send your complaint to the Complaints and Disciplinary Commission of the ABvC. At that time, you can inform your counsellor that you are not satisfied and that the complaint will be further dealt with by the Commission.

Please ensure that the Commission receives all the information that is relevant to your complaint.

Both you and your counsellor will be notified that the Commission has received the complaint.

The Commission can request additional information from both parties. Both parties will have the opportunity to see this information and both have the right to respond to it.

A schedule will be provided with an explanation of the timeframe and steps in the complaints process.

### **Please send any complaints to**

Secretariaat ABvC  
Attention: Complaints Commission  
Postbus 96  
4000 AB Tiel

E-mail: [info@abvc.nl](mailto:info@abvc.nl)  
Telephone: 0344 - 786 928  
Monday through Friday, 8:30 to 17:00