

## Veilig Thuis Haaglanden: Compliance with the law

The Wet Maatschappelijke Ondersteuning 2015 (Social Support Act 2015) provides for the duties and powers of Veilig Thuis Haaglanden. The full content of this law is available on our website, [www.veiligthuis Haaglanden.nl](http://www.veiligthuis Haaglanden.nl).

### Access to your file

You have the right to access, and receive a copy of, data relating to you in your file.

### Complaints

Do you have a complaint about one of our employees? We recommend that you first discuss the issue with the employee in question. If you are unable to work out the problem together, we suggest that you request a meeting with a manager. If with the manager's help, the matter remains unresolved, it may be taken

to the independent complaints board.

To do so, write a letter to Postbus 602, 3500 AP Utrecht or send an email to [klachtencommissie@veiligthuis Haaglanden.nl](mailto:klachtencommissie@veiligthuis Haaglanden.nl) describing the incident and why you are dissatisfied with the outcome. You will receive a reply from the complaints board describing the follow-up procedure. Additional information can be found in the Complaints Procedure Veilig Thuis Haaglanden, on the Veilig Thuis website.

If you require it is possible to receive support from a confidential counselor at AKJ. AKJ is a national organisation that is independent from Veilig Thuis. The AKJ offers support by helping you put your complaint into words as well as the application and settling of the complaint. AKJ can be reached at 088-5551000 and [info@akj.nl](mailto:info@akj.nl).



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# What happens next after reporting an incident to Veilig Thuis Haaglanden?

Information folder

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**Veilig Thuis Haaglanden** serves the residents of the following towns and communities: The Hague, Delft, Rijswijk, Leidschendam-Voorburg, Zoetermeer, Wassenaar, Westland, Midden-Delfland and Pijnacker-Nootdorp.

#### Postal address

Waldeck Pyrmontkade 872  
2518 JS The Hague, the Netherlands  
[info@veiligthuis Haaglanden.nl](mailto:info@veiligthuis Haaglanden.nl)

[veiligthuis Haaglanden.nl](http://veiligthuis Haaglanden.nl)

**070 346 97 17**

**Every human being has the right to a safe home.**

**Unfortunately, this is not always the case. That is when help is necessary to restore safety. Family members, neighbours, a GP or a teacher may become concerned about what is happening within a family. They can contact Veilig Thuis Haaglanden. It could be a case of domestic violence or child abuse. This brochure outlines the steps we take after receiving such a report.**

### **What does Veilig Thuis Haaglanden do after receiving such a report?**

Someone who is worried about you submitted a report. There are two options, either we organise help immediately or start an investigation. An important question is: What is your view on the worries and issues someone else reported to us? That's why we talk to you first. If there seems to be acute danger, then we aim to provide safety immediately.

### **Direct assistance**

We will discuss with you what is happening in your family or your relationship and how the situation could be made safer. You can tell us what you think is required. We also talk to people in your surroundings who could help to improve the situation. Using this approach, we explore what can be done to improve the situation permanently. We look for care providers to support you and your partner if applicable. Family members and others in your surroundings can also be supportive in improving your situation. We work together with you to realise a permanently safe home.

### **Investigation first**

If other people have expressed concerns about your family or relationship, our first step is to investigate the situation. If there are children living with you, we talk to them too. We also contact involved care providers and professionals. The outcome of these conversations will tell us whether the concerns are justified and if help is required. If there is serious danger, we make agreements about restoring safety and what is needed to achieve that.

### **Child abuse and neglect**

Children need love, attention and care in order to grow up to become happy, stable adults and develop to their fullest potential. When basic safety and security is lacking, it is damaging to children. They can bear the consequences of violence, humiliation and neglect their entire lives and become fearful and withdrawn. The sense of powerlessness they feel may cause them, as adults, to mistreat their own children.

### **Domestic violence**

Domestic violence happens when one partner in an intimate relationship assaults, humiliates or threatens the other. However, there are other forms of domestic violence. For example, elderly people who are neglected by family members or caregivers or forced to give them money. In other cases, family honour can play a major role. Anyone can become affected by domestic violence. It occurs in all types of relationships, at all levels of society and in all cultures. However, what all cases of domestic violence have in common, is that there is inequality or dependence in the relationship.

### **Together with other organisations**

We collaborate with other organisations, for example: schools, GPs, social workers, the mental health care department and drug addiction treatment centres. They can provide information and actively help to improve the situation. Sometimes the abuse is so serious that the police are called in to restore safety. If the assistance provided is not sufficient to ensure the safety of your children or if you are not willing to accept the assistance, then we will inform the Child Protection Council.