



## **Confidential Complaints Inspectors in the Dutch Caribbean**

### **General**

As of 10 October 2010, the political position of Bonaire, Saint Eustatius and Saba has changed. The islands now form part of the 'Dutch Caribbean'. This relationship has been legally recognized by granting the islands the status of a municipality, under article 134 of the Constitution. In addition, on 10th October the first Kingdom Acts came into effect, including the (first) BES Amending Act (ABES-1; Bulletin of Acts and Decrees 'Staatsblad' 2010, 350). ABES-1 records the Act on the inspection of education.

The Inspectorate of Education monitors the quality of education. This responsibility is recorded in article 3 of the above-mentioned Act on the inspection of education.

Within the Inspectorate of Education a number of inspectors have a particular responsibility in addition to their supervisory role: they are confidential complaints inspectors. This responsibility is recorded in article 6 of the Act on the inspection of education.

### **Why and When**

A small team of confidential complaints inspectors works at the Inspectorate of Education. This team is also entrusted with the role of confidential complaints inspectors in the Dutch Caribbean.

Parents, pupils, teachers, management teams, boards, but also school counselors can consult the confidential complaints inspector when serious problems occur at school relating to:

- sexual intimidation and abuse;
- emotional and physical violence;
- discrimination and radicalization.

Complaints that fall under these categories can be submitted to the confidential complaints inspector, who will listen, advise and make inquiries. Where necessary the confidential complaints inspector can assist in the process of filing a formal complaint or reporting to the police.

### **Contacting the Confidential Complaints Inspector**

Confidential complaints inspectors can be contacted on Meldpunt-VI, a telephone hotline that is manned on work days all year round (Dutch time: 08:00 - 17:00).

The telephone number is: +31.30.670 60 01.

The inspectorate of education is currently looking into how to set up a free telephone line specifically for confidential complaints inspectors in the Dutch Caribbean. The inspectorate will announce the number and go-live date in good time.

All information concerning confidential complaints inspectors is also available on the Inspectorate of Education's website: <http://www.onderwijsinspectie.nl/onderwerpen/Vertrouwensinspecteurs>.

Given the time difference between the Dutch Caribbean and the Netherlands, it is sometimes preferable to send an e-mail requesting a confidential complaints inspector to call back: in which case simply leave your name and number.

The e-mail address for confidential complaints inspectors is: [CNvertrouwensinspectie@owinsp.nl](mailto:CNvertrouwensinspectie@owinsp.nl).

### **Other Complaints Concerning School**

The Inspectorate of Education is not responsible for managing complaints at or concerning school. The only exceptions, as explained, are for complaints concerning sexual intimidation and abuse, emotional and physical violence, discrimination and radicalization. If you have a complaint about teaching, a discussion with the person directly involved with the complaint can resolve a lot. The school management team can mediate in this. If the complaint concerns the school management team, then you can contact the appropriate authority at the school (school board). The school board will inform you on how to file a complaint.

In order to have a better idea of the school, the inspectorate would like to receive a copy of the complaint. Your complaint is sent to the appropriate school inspections team. The team reads the complaint, records it in the school's file, and may consider it in the next school assessment. Your complaint, together with any others, can lead to an investigation of the school concerned. Only in exceptional circumstances does the person filing the complaint receive a response.

Complaints about the school can be sent to:  
Inspectie van het Onderwijs  
t.a.v. Loket Onderwijsinspectie  
Postbus 2730  
3500 GS Utrecht  
Nederland

The Dutch Caribbean Rijksdienst intends to set up a telephone helpdesk. This helpdesk can also point you in the right direction if you have a complaint.