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House Rules

Dear parents,

A warm welcome to Tingelinge childcare!

Entrusting your most precious possession to our childcare is something we regard as a great mark of trust. We sincerely thank you for it.

Parents are the most important link in gaining insight into their little one's world, habits and rhythm. That is why we find it useful, during the first contacts with parents (enrolment – tour – settling-in sessions), to give as much information as possible about how things work within our childcare.

For your little one's care to run smoothly and pleasantly, it is important that we make a few arrangements together. In addition, with this booklet we want to offer you a practical guide for the times your little one is in our care. If you have a particular practical question, or you can no longer remember certain aspects, you can find them in this booklet. Of course, you can also always come to us with all your questions.

We consider a good understanding with parents extremely important!

Benny Gommers & Inge Stienaers

Managing Directors

Tingelinge Childcare

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1. INTRODUCING THE CHILDCARE CENTRE

Tingelinge Childcare operates under the supervision of Opgroeien Agency (formerly Kind & Gezin) and has a capacity of 36 childcare places. This number also includes a few places for occasional care. We care for children from zero to three years old in two semi-vertical groups: a baby group from 0 to about 18 months and a toddler group from about 18 months until they start school.

Since 1 March 2024, all our childcare places fall under the income-related (IKT) subsidy system (Tier 2), which means the care costs are based on the parents' joint taxable annual income (see also **4. Costs**).

Tingelinge Childcare VOF	
Registered office	Korte Heide 62 3290 Deurne (Diest)
Care location	Diestsebaan 92 3290 Schaffen (Diest)
Contact details	Tel.: +32 1331 32 23 Mobile: +32 479 351 205 (emergencies only) Website: www.tingelinge.be Email: info@tingelinge.be
Company number	BE 0567.737.337
Financial details	Bank: BNP Paribas Fortis IBAN: BE30 0017 4123 8411 BIC: GEBABEBB

1.1. Organising board and daily management

Tingelinge Childcare is under the permanent supervision of Opgroeien Agency - **Hallepoortlaan 27 - 1060 BRUSSELS – tel. +32 2 533 14 14**. We work in accordance with all the provisions and obligations imposed by Opgroeien Agency. We have set out our entire operation in procedures, which we follow closely and update where necessary.

The organising board is led by **Inge Stienaers** and **Benny Gommers**. Inge takes care of administration and logistics, while Benny is responsible for the financial side and the bookkeeping.

Stienaers Inge

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In addition, there is an overall manager, **Tessa Fonteijn**, who coordinates the daily running and oversees the staff. The pedagogical coordinator, **Heleen Flebus**, safeguards the pedagogical quality and supports the team on content.

1.2. The team

Our childcare has a team of enthusiastic and skilled staff who meet the qualification requirements of Opgroeien Agency. They continually keep their knowledge up to date through training and courses, so that we can offer your child high-quality, warm care every day.

We deliberately opt for a well-balanced team, in line with the applicable regulations on the child/carer ratio. This ensures that every child receives enough attention and support. Our team consists of both highly educated professionals with a bachelor's or master's degree and experienced staff with a childcare qualification.

We also work closely with the VDAB and vocational schools in the region to give students the opportunity to gain practical experience. Trainees always work under the supervision of our permanent carers and remain entirely our responsibility. In this way we guarantee safety and quality for your child.

1.3. Opening hours

Tingelinge Childcare is open every weekday **from Monday to Friday, from 7.00 a.m. to 6.30 p.m.**

Our childcare has an annual collective closure of two weeks between Christmas and New Year. In addition, we are closed on all official public holidays and bridge days. Any additional closure days for staff training will always be communicated to parents in good time and in writing, and are also published on our media screen in the hall and on our website¹

1.4. Reaching the childcare location in emergencies

You can always come to one of our carers, the coordinators or the managing directors at the childcare with all your questions and remarks. We are also happy to help you by email (info@tingelinge.be) or by telephone (+32 13 31 32 23), including outside opening hours. The phone is then automatically forwarded to the managing directors. Only in an emergency may you call the managing directors on their mobile number (see also **1.1. Organising board and daily management**). Do leave a message if no one answers straight away. We will then get back to you as soon as possible.

If you wish to discuss something confidential, we are happy to take the time needed. Just contact us by email (info@tingelinge.be) so that we can schedule a meeting. We handle every request with the necessary discretion and promptness.

1.5. Contact details for Opgroeien Agency

If you wish to contact Opgroeien Agency because of a complaint or a serious concern, you can always do so using the contact details below:

Opgroeien Agency (Kind en Gezin)

Hallepoortlaan 27 - 1060 Brussels

Kind en Gezin Line telephone number: +32 78 150 100

Or via the contact form on the Kind en Gezin website: <https://www.kindengezin.be/nl/contact>

¹ See also: <https://www.tingelinge.be/praktisch/vakantie-planning/>

2. POLICY AND VISION

2.1. Our vision on childcare

We want to offer high-quality care where every child feels comfortable in their own skin. In our childcare the child is central, and we always look at the child's needs. We provide play in a safe environment, where children can fully experiment and develop.

At Tingelinge Childcare we work according to the **Reggio Emilia pedagogy**, but there are also influences from **Emmi Pikler** and **Montessori**. This approach assumes that every child who is born is competent, strong and intelligent, and has many ways of communicating with their environment. They are curious and eager to learn, and they approach their world with all their senses and abilities. They develop thoughts, ideas and fantasies. They make connections between their ideas, form theories and make plans. They are researchers and makers: they shape their own development.

As carers, we therefore have the task of immersing ourselves in them, watching and listening to them, and offering them an environment and materials that stimulate their development. You can find more information about our vision on our website.

2.2. Pedagogical documentation

To follow the children's development closely, we always create a pedagogical documentation folder for each child. In it we collect photos, monitoring documents and your child's artwork. This folder stays at the childcare for the entire duration of the contract but can be viewed at any time by the parents or authorised family members (named in the care contract) if you wish. When your child goes to school, you take the folder home as a keepsake.

We use the working tools MemoQ and ZiKo-Vo. These are systems developed by Opgroeien Agency to monitor the well-being, involvement and development of babies and toddlers. This allows us to tailor our approach even better to their development. You can find more information about these working tools on the Opgroeien Agency website.²³⁴

2.3. Parental involvement

It is important to us to have a good relationship with parents. We not only welcome your child with open arms, but you too are always welcome at our childcare. Each year we organise at least two parent meetings. You can talk with your child's permanent carers and view the pedagogical folder. Our carers are happy to explain more about how your child feels at the childcare and how they are developing. It is an ideal moment to talk about toilet training, eating, sleeping habits, and so on.

In addition, there are plenty of events we would love to involve you in: a mum and dad week to give you some extra appreciation, an animal week when your pets may come and visit the childcare, a compliments week in which we give each other some extra appreciation, and a reading week — come along and read a story to the group. The children will listen attentively to what you have to tell them. Finally, we round off the year with end-of-year drinks before our collective closure in December. Each year there is a parent survey for which we need your input, as we would like to know what you think of our childcare. You also receive at least four newsletters a year with all kinds of information about what we do.

² See also: <https://www.opgroeien.be/aanbod/kinderopvang/voorzieningen/kwaliteit-en-beleidsvoerend-vermogen/memoq>

³ See also: <https://www.opgroeien.be/kennis/toolbox/materialenpakket-ziko-en-ziko-vo-de-opvangkwaliteit-verbeteren-observatie-en-evaluatie>

⁴ See also: <https://www.kindengezin.be/nl>

2.4. Digital two-way information

As a childcare of the future, we use a digital registration system, Deona, to inform you about your child's day in a transparent and efficient way. From the moment your child arrives, he or she is welcomed by one of our staff and logged in digitally. Throughout the day we carefully record all the important things, such as meals, naps, nappy changes, using the potty, and so on, as well as play activities. When you come to collect your child, he or she is checked out. You then automatically receive a daily overview by email. This way you can read at home, at your leisure, how the day went and everything your child did.

We ask that you always check carefully whether the arrival and departure times are correct, as the monthly invoicing is based on this information. Do you disagree with the recorded times? Then you have 24 hours after receiving the email to let us know.

3. ORGANISATION AND SERVICES

3.1. Enrolling and terminating the contract

At enrolment we draw up a care contract together, which is always signed by both partners. From the moment the contract is signed and as soon as the deposit has been received, the childcare place is yours regardless, irrespective of whether new or different priority rules apply at that time. In the care contract you also confirm that you have received and read these house rules. At the introductory meeting we of course go through it with you in detail and there is room to ask questions. This contract runs by default until your little one is 2.5 years old and can therefore start in nursery school. Would you like to deviate from this? That is possible, but please bear in mind that, when we are at full capacity, we cannot guarantee a childcare place.

In the care contract, in addition to the care days, we also set the drop-off and collection times. We refer to this as a **care schedule with reserved care days**. Reserved care days means the number of half and full days your child comes to the childcare each week. **To safeguard quality and the statutory child/carer ratio, we ask you to follow this schedule strictly**. Therefore, report any deviation from this schedule as soon as possible by telephone or email (werking@tingelinge.be). In the event of repeated deviations, we may unilaterally adjust the schedule based on attendance over the past 3 months. Of course, we always discuss this with both parents first (see also **3.6. Dropping off and collecting**).

You can terminate your care contract at any time, provided you observe a notice period of one month. Every termination is made in writing by email or registered letter and is always addressed to the managing directors (info@tingelinge.be). The notice period starts from the date the email was sent or from the postmark date shown on the registered letter. If you terminate your contract and the reason is not a medical emergency or an enforcement measure imposed by Opgroeien Agency, we treat the deposit as a cancellation fee, and it will always be withheld in full (see also **4.5. Deposit**).

Conversely, Tingelinge Childcare also has the right to terminate the contract unilaterally if one of the situations below applies. In such a case, the deposit will also always be withheld in full:

- You decide to end your contract early and on your own initiative.
- You have reserved a place at the childcare but ultimately do not use the place.
- You have not paid the invoices on time.
- The child has been absent without notice for more than two months.

Often, a unilateral termination of the contract can be avoided through honest and transparent communication. In some situations, alternative solutions can be offered. It is therefore always in your own interest to communicate changes in your family or financial situation to the managing directors or coordinator in good time. That way, we can always look for a suitable solution.

3.2. Priority rules

If there are more applications for the same place, we apply the priority rules as laid down by Opgroeien Agency. These rules were amended on 01/04/2024, but have since been annulled again, on grounds of discrimination, following the ruling of the Constitutional Court on 30/04/2025. For this reason, Tingelinge Childcare applies the priority rules that were in force before 01/04/2024, namely:⁵

- Parents who work or who are following training with the aim of finding work.
- Brothers or sisters of children attending the same childcare at the same time.
- Foster children.

Priority does not mean that you will always get a place. Rather, an available place is allocated to you first instead of to someone without priority. If the maximum capacity of our care location for your requested period has been reached, Tingelinge Childcare cannot, for legal and safety reasons, approve any further applications for that period and place.

Each month we process the applications received, ranked in ascending order of start date, applying the **“first come, first served” principle**. So, if several applications come in for the same place, a filtering is first carried out based on the three parameters above. For each parameter that applies, 1 point is awarded. In the event of an equal points total, the place is allocated to the child who submitted the application first.

3.3. Contract types

3.3.1. Standard care contract

When a place is allocated, you receive a proposal for a **regular care contract**. By default, this contract ends at the first entry date after your child turns 2.5 years old. For the exact nursery-school entry dates, see the website of the Flemish government.⁶

You can have your care schedule adjusted a maximum of twice a year. Each change is set out in an addendum, supplementing your contract. We always refer to the most recent contract or addendum.

Depending on the number of care days per week, you receive a certain number of **grace days** per year. These are days you use when your child is absent from the childcare, for example due to illness or holidays. Once all grace days have been used up, further absences are charged in full according to your schedule and the income-related rate (100% IKT for a full day, 60% IKT for a half day). You can find more information on this under **4.8. Grace days and sick days**.

3.3.2. Flexible care contract

In specific cases, we can offer a flexible care contract. This type of contract does not use a fixed care schedule but is adjusted monthly based on your needs. This is only possible if you have a very irregular work roster that does not fit

⁵ See also: <https://www.opgroeien.be/over-opgroeien/nieuws-en-pers/grondwettelijk-hof-vernietigt-voorrangsregels-voor-kinderopvang>

⁶ See also: <https://www.vlaanderen.be/onderwijs-en-vorming/inschrijving-en-toelating-in-onderwijs/basis-en-secundair-onderwijs/toelating-basis-en-secundair-onderwijs/gewoon-kleuteronderwijs>

into a standard schedule. You always provide us with the planning monthly, before the 25th of the current month for the coming month.

Owing to the complex planning and the financial impact, we offer a maximum of two flexible child places. Every application for this kind of arrangement is thoroughly screened in advance.

Conditions for flexible contracts from 01/01/2026

These conditions apply to all flexible contracts starting from 01/01/2026. Nothing changes for existing contracts from before this date.

- **No grace days:** Because you can determine in advance which days your child will attend, no grace days are granted with a flexible contract. The monthly care schedule can be submitted up to the 25th of the month. Once the invoice has been drawn up (always on the 1st or during the first weekend of the month), the reserved days can no longer be cancelled or changed. This means that requested days will always be charged. Sick days, however, can be recovered on presentation of a valid medical certificate. Extra days can always be added, if the planning allows.
- You must reserve **at least 98 care days** per year (this amounts to an average of two days per week over 48 weeks). If this has not been reached by 1 November, the shortfall is calculated proportionally in the months of November and December.
- Despite the flexible days, you must always keep to the drop-off and collection times you have provided. So, with the monthly plans, always provide the desired time schedule as well.
- We monitor flexible contracts closely and adjust them where necessary. If your care schedule is the same for three consecutive months, we reserve the right to convert the flexible contract unilaterally into a standard contract. A converted contract cannot be reverted to a flexible contract.

3.4. Care groups

Tingelinge Childcare works with **semi-vertical care groups**. This means that babies and crawlers are together in one group and the toddlers in a separate group. In this way, the carers can respond specifically to the particular needs and developmental stage of each age group. As a result, the range of activities, play materials and the group rules can be tailored well to the age.

The move from the baby group to the toddler group always depends on the child/carer ratio and the child's development. Not every child will therefore move up at the same age. You will be informed of this in advance, and settling-in sessions are organised to make the transition go smoothly (see also **3.13 Settling in and moving to another group**).

3.5. A typical day

Babies and toddlers start their day together cosily in the baby group. From 8.30 a.m. the toddlers go to their own group. Around 4.30 p.m. the toddlers return to the baby group to round off the day. Because babies and toddlers have different needs, we have an adapted daily routine for each group. Below you will find two examples of what a day at this childcare looks like. You will notice that with the babies we always work to the child's rhythm, while with the toddlers we focus extra on independence and structure.

Example of a day in the baby group (*):

- **7.00 a.m.:** I arrive at the childcare and mummy, or daddy has a quick chat with the carers about how I'm doing. I get to go and play on the mat.
- **8.30 a.m.:** I let the carers know that I'm getting tired. I get to go into my cot after my nappy has been checked.
- **9.00 a.m.:** If I'm still awake, I get to take part in an activity: feeling, looking, listening ...
- **10.30 a.m.:** When I wake up and am well rested, I get tasty vegetable purée. Once my tummy has settled, I get to choose what I want to play with.
- **11.30 a.m.:** I get a clean nappy and, when I get tired, I get to have another nap.
- **2.00 p.m.:** I'm put in the highchair and get to enjoy fruit purée.
- **2.30 p.m.:** I get freshened up again and get to go and discover new toys.
- **3.30 p.m.:** My last nap of the day at the childcare. I'm happy to go back to my cot.
- **4.30 p.m.:** If I'm older than 1 year, I get a lovely cup of soup.
- **5.00 p.m.:** My mummy or daddy comes to collect me again! How happy I am to see them! Mummy or daddy go over with the carers how my day has been before I can go back home.

Example of a day in the toddler group (*):

- **8.00 a.m.:** I arrive at the childcare and mummy, or daddy have a quick chat with the carers about how I'm doing. The carers have set out all sorts of things and off I go to explore.
- **9.00 a.m.:** We sing and dance together to the good-morning song and the tickle song. I hope I'm the child of the day today, then I get to hand out the bibs, point out the weather or collect the cups! After that we start an activity thought up by the carers.
- **10.00 a.m.:** It's time for the potty; I'm not ready for the potty yet, so I get a clean nappy.
- **10.30 a.m.:** I take off my shoes, socks and trousers myself and put them in my drawer. I can already do this all by myself!
- **11.00 a.m.:** Mealtime! I choose a little chair and get to tuck in. I get a real plate and a glass cup; I'm careful.
- **12.00 noon:** I got a new nappy and now I get to go into my bed. We all go to sleep together.
- **2.00 p.m.:** When I wake up, I get to put my clothes back on. I see that other children are playing outside; I'm happy to join in too.
- **3.00 p.m.:** We sit down at the table and today I get kiwi and a slice of bread with cheese spread.
- **4.00 p.m.:** I watch how other children use the potty; I get a new nappy myself.
- **4.30 p.m.:** The carers give me another cup of soup, yum! After that I get to go and play with the babies.
- **5.30 p.m.:** My mummy or daddy comes to collect me again! How happy I am to see them! Mummy or daddy go over with the carers how my day has been before I can go back home.

(*) Children who arrive between 7.00 a.m. and 8.00 a.m. may, if needed, still have a slice of bread at the childcare.

3.6. Dropping off and collecting

Every child receives a unique **access code** for the front door. This gives you access to the care rooms during opening hours. You receive this code on the first day of care or during the settling-in session. **Never pass this code on** to authorised persons who only occasionally drop off or collect your child. They can ring the bell, and a member of staff will open the door.

Your child may only be collected by persons who are listed as an **authorised person** in the care contract. We never entrust children to persons who are not named in the care contract. So, make the list of authorised collectors as

complete as possible at the start of care. Always notify us **in advance and in writing** if someone else is coming to collect your child. We always carry out an identity check to verify that this is indeed the right person. In case of any uncertainty or doubt, we refuse to hand over the child and contact the parents immediately. Parents always retain the right to add or remove persons from the list. A change to this list is always made by means of an addendum to the contract and must **always be signed by both parents**.

We like to have an open-door policy. So, you may always change your child yourself at the changing tables. However, you only have access to the personal drawer where the spare clothes, bottles, etc. are stored.

Please note!!!

- The childcare is never responsible for accidents caused by a care action carried out by parents or authorised persons.

3.6.1. Respecting the care schedule

To always guarantee enough carers for the number of children, it is very important that you keep closely to the times in the care schedule. If for some reason you wish to deviate from the normal time, always let us know by telephone or email. We will then check in our planning whether this is possible. If the normal times are deviated from and this was not notified in advance, we may charge a supplement (see pricing – **4.6. Supplements and additional costs**). Are you unable to collect your child at the right time due to unforeseen circumstances? Then always let us know by telephone! If you regularly deviate from the agreed care schedule, we will raise it with you. We will then ask you to adjust the care schedule to your care needs (depending on what is possible within our occupancy) or to follow the existing schedule correctly. We are happy to look for a solution together.

If no adjustment follows, you will first receive a reminder by email. You then have one month to adjust or respond. If this does not happen, we reserve the right to amend the contract unilaterally based on the recorded drop-off and collection times of the last three months. You will receive a second email about this with notification and an addendum with the new care times. This addendum does not need to be signed by you but is imposed by us. Do you not agree with it? Then talk to the managing directors or choose to terminate the contract.

When terminating the contract, a notice period of 1 month must also be considered. In this case too, the deposit will be converted into a cancellation fee and withheld accordingly.

Please note!!!

- **Late collection:** Your access code only works during opening hours (Monday to Friday from 7.00 a.m. to 6.30 p.m.). If you collect your child late, you will therefore have to ring the bell, and a late-collection surcharge will be charged. The cost of this surcharge varies between €5.0 and €7.5 per quarter of an hour started and is determined based on the joint annual income (see also 4.2.4. Supplements and additional costs).
- **Arrangements in the event of divorce:** We always strictly follow the court ruling on contact and visiting rights. We therefore ask you to provide us with the relevant passage from the ruling. If there is no ruling yet, we are legally obliged to entrust the child to both parents. In the event of conflicts, we always take a neutral position and act in accordance with the guidelines of Opgroeien Agency.⁷

⁷ See also: <https://www.kindengezin.be/nl/professionelen/sector/kinderopvang/kwaliteit-de-opvang/samenwerken-met-ouders>

3.6.2. Access to the rooms

As a parent, you have the right to enter all the rooms where your child stays. This concerns the living area, the outdoor area and the sleeping area. Rooms such as the kitchen, storeroom, staff room and changing rooms are not accessible to parents or authorised persons. Thanks to your personal access code, you can always enter the living area during opening hours. The carers will inform you if your child is temporarily in another room.

As regards the sleeping areas, **only parents (not authorised persons) may be given permission to enter, in the presence of a carer or a coordinator**. It is not permitted to enter the room on your own initiative. If other children are still sleeping, access may be refused

3.7. Clothing and care

Morning washing and dressing is always done at home. We expect your child to arrive at the childcare washed and dressed.

Choose easy (play) clothes in which your child can move and explore freely, including for playing outside. Provide enough spare clothing. You can store this in your child's personal drawer in the living area. If specific clothing or footwear is needed, we will let you know in good time.

Please note!!!

- Tingelinge Childcare can never be held liable for any irreparable soiling or damage to clothing or shoes.

3.8. Nappies and care products

You have the choice of using our nappies, wipes and care products or providing these yourself. This choice is made once, at the start of care. If you choose our products, we charge a fixed supplement per day, as well as a supplement for waste processing (see also **4.6. Supplements and additional costs**). If you bring everything yourself, only a supplement for waste processing is charged. You will get a separate drawer in our nappy cupboard, which you top up in good time yourself. When your own supply is almost finished, we will let you know via the digital two-way system. If it is not topped up in time, we use a nappy from the childcare and a fixed rate per item is charged (see also **4.6. Supplements and additional costs**).

Does your child need special products, for example for eczema or allergies? Then be sure to let the carers know. You always bring these yourself; they are never included.

3.9. Food

All solid food is provided by us. For the early birds, breakfast is available until 8.00 a.m. To keep things running smoothly in the morning, we do ask that you always give your baby's first bottle feed at home. At 10.30 a.m. a warm midday meal is served, and from 2.00 p.m. freshly made fruit purée is eaten. The toddlers eat bread and fruit around 3.00 p.m. and have some soup at 4.30 p.m.

All meals are prepared halal, and there is also the option to eat vegetarian. This choice can be changed at any time. For this we work together with the catering company **Deliva**, located at Slingerweg 4, 3600 Genk. This catering company meets the strict standards prescribed by Opgroeien Agency and is under permanent supervision by the Federal Agency for the Safety of the Food Chain (FAVV). If you would like more information about how the food is prepared, we are

happy to refer you to the Deliva website. On request, we can always provide you with the necessary certificates and allergen lists.⁸

Dietary food (in the case of allergies) is only available based on a medical certificate. Without this certificate, it is impossible for us to order a dietary meal. A supplement of €0.5/day will always be charged for such a meal. Below is an overview of the transition moments to solid food. We always discuss this with the parents to align it with how things go at home.

Age	Type of meal
4–6 months	Vegetable purée
6–10 months	Finely blended vegetable purée with meat or fish
10–12 months	Coarsely blended vegetable purée with meat or fish
12+ months	Menu of the day

For any bottle feeds (for infants), we ask you to provide a labelled bottle for each meal with the correct amount of water in it. For each meal you then add the correct dose of formula powder in a separate dosing box. If there are specific needs (e.g. allergies or intolerances), it is very important to communicate this clearly to the team.

For breastfeeding, the mother can come and feed her baby with us, at the childcare. We have a quiet breastfeeding corner for this. Expressed milk is also possible, both frozen and fresh; here we strictly follow the rules imposed by Opgroeien Agency and the FAVV. You will receive an explanation of this during the first settling-in session.⁹

3.10. When your child is ill

A sick child does not belong at the childcare. This can be visible through fever, reduced appetite, being less active, being tearful, and so on. For the child's comfort and to avoid infecting other children, your child will not be allowed to come to the childcare. The day nursery's approach to illness is based on the recommendations of Opgroeien Agency.¹⁰

We will refuse your child when:

- Your child is too ill to take part in normal activities
- Your child needs so much care that insufficient attention can be given to the other children.
- Your child shows one or more of the following symptoms:
 - Fever (38°C or higher)
 - Sudden cough with breathing difficulties
 - Breathing difficulties
 - Three or more watery stools per day
 - Repeated vomiting or vomiting with blood (not reflux)
 - Sudden skin rash or blisters

⁸ See also: <https://deliva.be/nl/home>

⁹ Guidelines regarding breastfeeding in the childcare: <https://www.kindengezin.be/nl/thema/voeding/borstvoeding>

¹⁰ See also: <https://www.kindengezin.be/nl/thema/gezondheid-en-vaccinatie/koorts-ziekte-en-medicatie/ziek>

Your child may return to the childcare when they show no symptoms and have been free of fever for at least 24 hours. We will refuse your child if we notice that this is not in fact the case. You can always find more information about the rules on “fever and illness at the childcare” in the specific brochure from Opgroeien Agency.¹¹

3.10.1. Your child becomes ill at the childcare

If your child becomes ill during care, the coordinator always contacts the parent(s) by telephone to come and collect the child as soon as possible (within three hours) and to see the doctor. If you cannot do so yourself, we ask you to contact an authorised person named in the care contract. We will give your child a single dose of a fever-reducing medicine if you give permission for this in advance at enrolment and give permission again yourself at that moment.

The carers observe your child while waiting for you to arrive. If your child's condition keeps getting worse or if you cannot collect your child straight away, we will ourselves contact your GP and other authorised persons. In emergencies we provide first aid and alert the emergency services. Any medical costs are payable by the parents.

In principle, we always follow the advice of the treating doctor if this is in line with that of Opgroeien Agency. In the event of disputes about this, we will always follow the guidelines of Opgroeien Agency and ask you or your GP to contact Opgroeien Agency via the Kind en Gezin line (+32 78 150 100).

3.10.2. Long-term illness of the child

If your child cannot come to the childcare for more than **four consecutive weeks** for medical reasons (hospitalisation, immobilisation due to e.g. breaking or spraining something, etc.), the care can be **temporarily, and always by agreement**, ‘frozen’. For this, a doctor's certificate or a hospitalisation certificate will always be requested. For the period stated on the certificate, invoicing stops and no extra grace days are charged.

During the “freeze period”, Tingelinge Childcare does reserve the right to temporarily give the childcare place to another child. As soon as the medical certificate expires, the child returns, or the doctor may decide to extend it further, whereby the measure is also automatically extended.

Please note!!!

- The long-term illness arrangement only applies if the absence is longer than 4 consecutive weeks. For short absences (less than 4 weeks) due to illness, the normal grace-days system is always used. Any “freeze” of the contract can therefore always only take effect **at the earliest 4 weeks** after the first absence.

3.11. Medication

All medication is administered at home as much as possible. We ask you to have your doctor prescribe medication that can be given at home in the morning and/or evening. If medication is nevertheless needed during care, the following conditions apply:

- The medication must always be provided in **the original packaging and with a pharmacist's label**. This label must state at least:
 - Your child's name
 - The doctor's name

¹¹ See also: <https://www.kindengezin.be/sites/default/files/2022-05/Folder%20opvang%20koorts-ziekte.pdf>

- The dose, method of administration and frequency
- If stated: the end date or duration of the treatment.
- Medication is only given if it is in the child's name and is not more than 4 months old.
- Medication is only given on the doctor's medical advice. This means that the correct dosage must always be stated on the packaging (applied by the pharmacist) or that a separate medical administration certificate is supplied. If only a package insert is provided (without specific dosage instructions on the packaging or via a separate certificate), the medication will always be refused.
- Non-essential or preventive medication (vitamin supplements, etc.) for which no medical certificate can be presented will never be administered at the childcare.
- If your doctor prescribes a nebuliser for use at the day nursery, it is best to ask for puffs (with an aerochamber).

We never administer medication if the above conditions are not met. Please be aware that we are not doctors and are not allowed to make medical assessments. Tingelinge Childcare accepts **no liability if incorrect instructions for administering medication are given by parents or doctors.**

To avoid communication problems, take the medication out of the bag every day and give it to the carers with the necessary instructions. When it is administered, this is recorded in the digital two-way system.

Is your child older than three months? Then we could administer a single dose of a fever-reducing medicine, if you gave permission for this when signing the contract. We will ask again by telephone at that moment whether we are allowed to give it. We will not give it if you do not agree.

3.12. Safe sleeping

With a safe sleeping position and environment, we can reduce the risk of unexpected death during sleep. Starting at the childcare can be very exciting for your child. There is so much to see and discover. By creating a predictable environment and regularity, we help your child to settle. We give your child time to settle in at the childcare by means of settling-in days (see also **3.13. Settling in and moving to another group**).

We do everything we can to work preventively and to keep the risk of cot death as low as possible. For the first few weeks, your baby will sleep in the living area to settle in, regardless of age. From 6 months, he or she may sleep in the bedroom. We always lay your child on their back to sleep in a sleeping bag. A dummy and a comforter may go in the bed. Once your child is asleep, we remove the comforter. We check on the babies every quarter of an hour. With the toddlers, we stay in the room until they are asleep. We provide a smoke-free sleeping area that is well ventilated. In doing so, we follow the advice of Opgroeien Agency. For more information, you can always visit the Opgroeien Agency website. If, for a particular (medical) reason, you wish to deviate from these guidelines, we will always ask you for written permission from your GP.

3.13. Settling in and moving to another group

Before care starts, a few settling-in days are scheduled with the coordinator. These are two or three short sessions of no more than two hours, during which the child comes to get used to the new environment, with and without parents. Your child can discover the childcare in a calm way, while you as a parent can also get to know the care group's carers better. The settling-in sessions are always from 9.00 a.m. to 11.00 a.m. and usually take place in the two-week period before care starts.

On the first settling-in day, you come to settle in together with your child. This is free of charge, and two authorised persons may be present. We are happy to go over your child's habits with you and to get to know you as a parent. The coordinator fills in a personal record together with you. From the second settling-in session, you as a parent will not be present and the child is entrusted to the carers. A half day will be charged for this (corresponding to 60% of the income-related rate, see also **4. Costs**).

When your child is ready to move up to the toddler group, this always happens in consultation with the parents. Your child is central in this and will only move up when he or she is ready for it. For this we also organise a few settling-in sessions in the toddler group to let your child get used to it.

4. COSTS

Tingelinge Childcare only has income-related places (IKT). This means that the daily rate is calculated based on the family income. The IKT system consists, on the one hand of the “parental contribution” and, on the other hand, a top-up from Opgroeien Agency (this part is not payable by the parents and is settled directly between Opgroeien Agency and the childcare).¹²

4.1. Parental contribution

The **parental contribution (or income-related rate)** is the amount you pay yourself for the care. This is calculated based on the joint taxable annual income and the family composition, via the Opgroeien website. In certain cases, you are entitled to an individually reduced rate (see also¹³ **4.2. Individually reduced rate**); always check this before requesting an income certificate. For the 2025/2026 financial year, the parental contribution ranges from €6.47 to €35.89 and may be indexed annually. The income-related rate is the price you pay per day for all your reserved care days. This includes the basic costs such as meals, drinks, operating costs and insurance. In addition, there are supplementary charges (see also¹⁴ **4.6. Supplements and additional costs**).

The income-related rate is always based on the most recent tax assessment notice issued by FOD Financiën (the Belgian Federal Public Service Finance). For parents who cannot present a valid Belgian tax assessment notice, the income-related rate is calculated based on payslips or, for newly self-employed people, a notional income. In this case, you must always contact the Kind en Gezin line, +32 78 150 100, for a correct calculation.

¹² See also: <https://www.kindengezin.be/nl/thema/kinderopvang-en-naar-school/kostprijs/inkomenstarief>

¹³ See also: <https://mijn.opgroeien.be/apps/inkomenstarief/app>

¹⁴ Indexed minimum and maximum rate for 2025 determined by the Agency Opgroeien.

Please note!!!

- Care can **ONLY** be provided if a valid income certificate can be presented. If we do not receive this in time, you have two options:
 - We temporarily stop the care. Your child cannot come to the childcare until we receive a valid certificate. For this you use grace days, or otherwise the daily rate is charged, depending on your care schedule. If we do not receive a valid income certificate within two months of the expiry of the previous certificate, or at the start of a new contract, we reserve the right to terminate the care contract unilaterally. In such a case, the deposit will be regarded as a default fee and will also be withheld in full. Tingelinge Childcare can never be held responsible if a place is suspended because of late submission of a valid income certificate.
 - You agree to let your child come based on the maximum income-related rate. In this case, no grace days will be deducted. This amount will then be charged for all days on which your child came to the childcare without a valid IKT certificate.
- Since family income is subject to change (change in family situation, a different job, job loss, etc.), an income certificate is valid for a maximum of one year. Opgroeien Agency always notifies you by email about two months before the expiry date of your certificate. It is the parents' responsibility to act in good time and to provide a new certificate to the childcare.
- For absences outside the grace days, the allocated income-related rate is charged, with a minimum of €6.00/day.

4.2. Individually reduced rate

In certain cases, parents can claim the individually reduced rate.

- If income falls by more than 50% for at least 1 year, due to long-term illness or job loss.
- If both parents receive unemployment benefit
- If both parents receive a living wage
- If the parents are in a difficult financial situation and are being supported by the OCMW (public social welfare centre), e.g. debt restructuring or debt mediation.

In the first case, the parents contact the Kind en Gezin line on +32 78 150 100. In the other cases, you contact the OCMW to apply for the individually reduced rate. This rate, like the normal income-related rate, is valid for one year.

4.3. Parts of the day

A day at the childcare is divided into parts of the day. Depending on the number of hours your child is at the childcare, the price will be different. Below is an overview:

Day	Number of hours at the childcare	% charged on IKT	Example for an income-related rate of 23 euros
Half day	Less than 5 hours	60 %	€13.80 / day
Day care from 5 to 11 hrs	From 5 hours to 11 hours	100 %	€23.00 / day
Day care of more than 11 hrs	More than 11 hours	160 %	€36.80 / day

According to the advice of Opgroeien Agency, leaving a child at the childcare for too long is not an optimal situation for the child. For this reason, care days of more than 11 hours will always be invoiced at 160% of the applicable income-related rate.

4.4. Invoicing

We always work with **advance invoicing**. This means that each month you receive an invoice from us by email for the following month. We always do our invoicing during **the first weekend of the month**. Any grace days from the previous month are automatically settled on the invoice for the following month. The invoice you receive is, in the first instance, purely informative, as it is always collected by direct debit. However, should your bank identify a problem, the payment will not be carried out, and we will be notified of this. In that case, we will **before the 15th of the month** inform you personally and ask you to pay the invoice manually after all. You can always find all payment information on the invoice.

Please note!!!

- to avoid double payments, we strongly request that you **do not make any manual payments before the 15th of the month**. If you do not receive a notification from us before the 15th of the month, then the payment has, in principle, been received. Otherwise, we will inform you about it.

4.4.1. Non-payment

In principle, every invoice must be in the organiser's account **by the last day of the month** at the latest. If this deadline is not met, this is referred to as “non-payment” and the care will be suspended as a precaution. In that case, a discussion will take place to reach a solution. This can range from an adjustment of the care schedule to drawing up a payment plan.

In the event of non-payment (in other words, the payment has not been received by the end of the month), there will always be an **administrative charge of €15 on the next invoice**.

If the care has ended or is suspended while not all invoices have been paid, the file is **always handed over to our legal counsel for any follow-up**. The costs of this are always passed on in full. The organiser reserves the right, in the event of non-payment, to call on a debt collection agency or a bailiff.

All disputes that cannot be resolved through the mediation of a debt collection agency or legal counsel will always be dealt with before the competent court linked to the organiser's location.

4.5. Deposit

A deposit is always paid at enrolment. The deposit is always refunded within a period of 30 working days once the contract has ended and the contract has been complied with. The deposit is not refunded if one of the rules below has not been observed:

- You decide to end your contract early and on your own initiative
- You have reserved a place at the childcare, but ultimately do not use the place
- You do not pay the invoices on time
- The child has been absent without notice for more than two months

In certain specific cases (a medical emergency or a ruling in your favour by Opgroeien Agency following a reported complaint or an enforcement measure), the deposit will be refunded in the event of an early termination of the contract.

The amount of the deposit depends on your joint taxable income, as described in the table below.

Supplement type	Term	Cost / reserved care day
Deposit (refunded upon full compliance with the contract)	Taxable family income > €34,982.09 / year (annual indexation 2025)	€250.00
	Taxable family income < €34,982.09 / year (annual indexation 2025)	€50.00

You pay the deposit at the latest one month after signing the care contract and before care begins. In the case of emergency care, where the start is often less than one month after the signing of the contract, it is sufficient if the deposit is paid before the start of care.

The deposit must always be paid into the account number of:

- Tingelinge Childcare
- IBAN: **BE30 0017 4123 8411** - BIC: **GEBABEBB**
- with the reference “**deposit - <your child's full name>**”

4.6. Supplements and additional costs

Additional charges (on top of the income-related rate) are made for the items below. All rates are subject to indexation, which is adjusted annually on 01/10.

Supplement type	Term	Cost / reserved care day
Administrative invoicing charge	-	€4.50 / month
Nappies & care products	Full day (> 5 hours care)	€1.85 / care day
	Half day (< 5 hours care)	€1.10 / care day
Extra nappy when using your own nappies	-	€0.50 / item
Nappy waste processing (also for nappies brought from home for medical reasons)	Full day (> 5 hours care)	€0.35 / care day
	Half day (< 5 hours care)	€0.20 / care day
Specific dietary food (e.g. for a food allergy)	-	€0.50 / meal
Late collection (after 6.30 p.m.)¹⁵	Taxable family income > €32,464.65 / year (annual indexation)	€7.50 / quarter of an hour started

¹⁵ This surcharge is always applied, except in cases of urgent reasons. These urgent reasons include medical emergencies or unforeseen circumstances on the way from home or work to the daycare centre. In such cases, parents must always notify the daycare of the late arrival. Usual traffic jams are not considered unforeseen circumstances.

	Taxable family income < €32,464.65 / year (annual indexation)	€5.00 / quarter of an hour started
Absence of your child	If grace days are still available	Grace day
	If no grace days are available any more	<ul style="list-style-type: none"> ▪ < 5 hours → 60% of the IKT ▪ 5 hours - 11 hours → 100% of the IKT ▪ > 11 hours → 160% of the IKT

4.7. Discounts

In certain specific cases, it is possible for a discount on the income-related rate to be applied. This is always processed immediately when you apply for your IKT certificate. It is therefore always in your own interest to answer the questions asked as accurately as possible during the application.

If, during the year, there is a change to your joint income (job loss, promotion, an increase or decrease in your working hours, switching to self-employed status, separation, grandparents living in, etc.), it is also always in your own interest to have a recalculation carried out. In any case, this recalculation is done automatically each year when your IKT certificate is renewed on 01/10. Discounts are never refunded retrospectively by Opgroeien Agency.

Since we do not have the mandate to check the data entered, Tingelinge Childcare can never be held liable if incorrect data is provided to Opgroeien Agency during the certificate application. For more information about the IKT system or any discounts, we are happy to refer you to the IKT section on the Opgroeien Agency website.¹⁶

Please note!!!

- Parents are always themselves responsible for obtaining any discounts. So always take the initiative yourself to have the IKT certificate(s) recalculated if something changes in your income situation. After all, this does not happen automatically.
- The discount starts from the first day of the month after your recalculation. Please note: we are not automatically notified by the IKT platform when a recalculation is made. You are therefore always responsible yourself for providing your adjusted certificate to werking@tingelinge.be. If a recalculated certificate is not provided before the end of the month, the change will only take effect in the following month.

4.8. Grace days and sick days

Each child has several **grace days** per calendar year. These are days on which your child may be absent on reserved care days, regardless of the reason (illness, you take a day off yourself, holidays, a day at the grandparents', etc.). You do not need a medical certificate for these days.

4.8.1. Number of grace days

The number of grace days is based on the care plan. These depend on how many days per week your child attends the childcare. The more days per week, the more grace days you receive. There is a maximum of 25 days for full-time care of five days per week. The number of days is reduced proportionally if your child comes to the childcare fewer days.

¹⁶ See also: <https://www.kindengezin.be/nl/thema/kinderopvang-en-naar-school/kostprijs/inkomenstarief>

For every kind of absence, whether a holiday or illness, you will always have the option of either simply having the day charged and saving up your grace days or using a grace day. Once the grace days have run out and your child is then still absent, these days will be charged as unjustified absence. Every absence (whether notified or not) is always regarded as a grace day.

It is best always to notify an absence of your child (due to illness or holidays) as far in advance as possible, or at the latest before 9 a.m. on the day itself. You can always do this by telephone (+32 13 31 32 23) or by email (werking@tingelinge.be). If a planned absence for the following month is notified before the end of the month, we will take this into account in the next invoice. If the invoicing has already been done, any settlement of the grace days will be provided for in the next invoice.

In the table below, you can check how many grace days your child has per current calendar year. To arrive at whole days, we apply rounding. This means that anything below 0.5 is rounded down.

Days/ week	Type	Number of months of care											
		1	2	3	4	5	6	7	8	9	10	11	12
1.5	3 H(*)	1	1	2	2.5	3	4	4	5	6	6	7	7.5
2	2 V(**) or 4 H	1	2	3	3	4	5	6	7	7.5	8	9	10
2.5	2 V + 1 H or 5 H	1	2	3	4	5	6	7	8	9	10	11	12.5
3	3 V	1	2.5	4	5	6	7.5	9	10	11	12.5	14	15
3.5	2 V + 3 H or 3 V + 1 H	1	3	4	6	7	9	10	12	13	15	16	17.5
4	4 V	2	3	5	7	8	10	12	13	15	17	18	20
4.5	4 V + 1 H	2	4	6	7.5	9	11	13	15	17	19	21	22.5
5	5 V	2	4	6	8	10	12.5	15	17	19	21	23	25

(*) H = Half day / (**) V = Full day

4.9. Co-parenting or divorce

Discount type	Remark
Do you both use childcare with an income-related rate?	<p>If both parties have the same registered address, only one income certificate is needed, and the procedure does not change.</p> <p>As soon as both parties have different registered addresses and each party pays his/her share of the care days, each party must apply for his/her own income certificate. In this case, two separate care contracts will also be drawn up stating the unique share of each party. Each party will then also receive his/her own tax certificate, on which the unique amount paid is stated.</p>

4.10. Tax certificate

In addition to the income-related rate, which is itself also a form of subsidy, you will also receive a tax certificate from us each year. This certificate shows the care days actually paid for within the previous calendar year, per IKT code. To create the certificate, we always need the national register number of both parents and the child. The parents' information is, in principle, already collected at enrolment. For this purpose, we will always scan the identity cards of both parents. Once the child is born, you must email us (werking@tingelinge.be) the child's national register number as well.

You always receive the tax certificate during February. From 2024, we are obliged to send all certificates immediately and digitally to FOD Financiën as well. They will then automatically process this data into a pre-filled tax return, which you only need to check and confirm. The certificate you receive from us is purely so that you can carry out this check. If the calculation is correct, you no longer need to add the document to your return. However, in the event of disputes, you can use the certificate as supporting evidence.

The tax certificate is always issued in the name of the partner to whom the child is a dependant. If a different arrangement applies, this must be clearly stated at enrolment. In the case of separated parents, a separate certificate can also be provided. In this case, the care schedule per parent is always considered.

For the tax certificate, the last known registered address is always used. If you move during the year, it is important always to report the change of address as soon as possible via werking@tingelinge.be. This change is always confirmed via an addendum. After all, FOD Financiën may at any time decide that a tax certificate is invalid because of an incorrect registered address. Tingelinge Childcare can never be held liable for this if it is not notified of a change of address in writing.

For more information about the tax certificate, we are happy to refer you to the Opgroeien Agency website.¹⁷

Please note!!!

Only the income-related rate qualifies for the tax certificate. Additional costs, such as supplements and administrative charges, cannot be deducted for tax purposes.

4.11. Insurance

Tingelinge Childcare has **public liability** and **childcare accident** insurance with KBC Insurance – Professor Roger Van Overstraetenplein 2, 3000 Leuven – Policy no. 37936098. The policy can always be viewed by appointment with the managing directors. Any damage or accidents must be reported in writing to the managing directors within 24 hours of the event. They will then create a claim file and complete the insurance documents together with you. For each claim file, you must consider an excess of €250. The assessment of any claim amount will always be determined by KBC Insurance. They will contact you personally about this and provide further guidance.

Optionally, and for minor accidents, you can also opt for an **amicable settlement**. This means that we can deduct from the next invoice the costs that fall outside the reimbursement from the health insurance funds or your own hospitalisation insurance, up to a maximum of €250. All costs, including medication and aftercare, can fall within this reimbursement, provided the necessary supporting documents are presented.

¹⁷ See also: <https://www.kindengezin.be/nl/thema/kinderopvang-en-naar-school/kostprijs/belastingsvermindering>

The amicable settlement, however, **cannot be combined with an actual insurance claim**. You will therefore always have to indicate in advance which system you wish to use.

5. Handling complaints

We do our utmost to give your child an enjoyable time. Even so, it may happen that you are dissatisfied about something. Tingelinge Childcare invites you to discuss your thoughts and concerns immediately with the carers or with the coordinator. We are then happy to look for a solution together. If you would nevertheless like us to register this as a complaint, that is certainly possible. Report your complaint verbally or in writing to a carer, a coordinator or someone from the organising board.

What do we mean by a complaint?

Complaints concern what parents can specifically expect from the staff in terms of service, and the general and day-to-day organisation (care and pedagogical interaction with the children). Complaints can arise if you feel that what we promise is not being delivered.

Every complaint is registered, handled and answered in an efficient and effective manner. If your complaint concerns the childcare or the staff, we ask you to follow the steps below:

Purpose of complaints handling

With the complaint's procedure, we jointly ensure that we keep our promises to you and your child. A valid complaint points to a weak spot in our operation that we can work on and use to improve. Every complaint is registered promptly, handled seriously and answered clearly.

How do you submit a complaint?

- 1) **Talk to the carers:** Do you have a question or a small concern? Feel free to speak to the carer in the care group.
- 2) **Speak to the coordinator:** Can't you work it out together, or is the complaint a little more complicated? Then speak to the coordinator.
- 3) Do you not receive a satisfactory answer within the week? Then you can submit a complaint in writing. You can do this by email (Info@tingelinge.be) or by post (Tingelinge Childcare - **Korte Heide 62 / 3290 Deurne (VI.-Brabant)**)
- 4) **Registration:** We record your complaint in our complaints register and look for a solution. You always receive feedback on what we have done with your complaint. We are committed to handling every complaint with the necessary respect and efficiency.

What do we, as the childcare, do behind the scenes?

What	By whom	To whom	How
STEP 1: Formulating the complaint	The parents	Coordinator	Verbally
STEP 2: Evaluation of the complaint	Coordinator	The parents	Within one week of receiving the complaint, we try to provide an appropriate response.
STEP 3: Submitting an official complaint	The parents	Coordinator	By email or by (registered) letter
STEP 4: Processing the complaint	Coordinator	n/a	The complaint is entered in the complaints register. All actions

			taken are also recorded in the register.
STEP 5: Investigation of the complaint	Coordinator	n/a	Looking up relevant information and verifying the information obtained.
STEP 6: Analysis of the cause	Coordinator	n/a	In consultation with those involved.
STEP 7: Consultation with the parents	Coordinator	The parents	The action plan and the measures to be taken are discussed with the parents.
STEP 8: Carrying out the validated action plan (corrective and preventive measures)	Manager and staff involved	n/a	Adjust the procedure if necessary
Step 9: Evaluation and closure	Coordinator	The parents	After carrying out a new action plan, we check by means of a verbal discussion whether everything is running as desired again. The complaint is now closed in the complaints register.

If you do not feel that your complaint has been handled satisfactorily, you can always turn to **Opgroeien Agency - Hallepoortlaan 27 - 1060 BRUSSELS – tel. 02/533 14 14 - email: klachtendienst@kindengezin.be**

At the latest three days after receiving a complaint, the parent is contacted to confirm receipt and to have an initial conversation. Every response will be handled correctly. A legitimate complaint is investigated within the week, and corrective and/or preventive measures are made known to the parents. If it concerns a policy issue, we will indicate what can be remedied in the short term within our possibilities and what will be undertaken in the longer term. The promised remediation is started at the latest 14 days after receipt of the complaint.

6. Additional provisions

6.1. Amendments to the house rules

Tingelinge Childcare reserves the right to amend the house rules unilaterally at any time. We always make the changes known to parents two months before they take effect. During this period, you can lodge an objection if you feel that the change is to your disadvantage. In that case, you may terminate the contract free of charge and with a refund of the deposit.

If no written objection is received within the 2-month objection period, this means that you tacitly accept the new conditions. Any dispute received after the objection period can only lead to a possible termination of the contract without a refund of the deposit.

Any practical changes to the operation will always be communicated by means of a specific mailing or an additional addendum.

6.2. Your privacy and your child's privacy

At Tingelinge Childcare, we handle your data very carefully. During the contract, we will need to request personal data. This concerns administrative data about your child, about you as parents and your family situation, but also financial data and medical data needed for the care. If relevant to the care, the childcare may also record social data or medical information about other family members. You always have access to your child's administrative data and can also correct it at any time.

Medical data can only be requested under the responsibility of a doctor. Administrative and social data are requested and processed under the responsibility of the managing directors. Our staff always work under strict professional confidentiality and therefore never share information about your child with third parties.

For audit and legal obligations, we keep your personal information **for up to 3 years after departure** in our archive. After that, it is automatically anonymised or deleted from our system.

6.2.1. Use of images

For the use of images of your child, we distinguish between internal use (media screen in the hall, pedagogical documentation folder) and external use (social media and marketing purposes). At the signing of the contract, you will have to give or withhold permission for each of these parts individually. You therefore decide yourself which permission you do or do not wish to give. If you do not wish to give permission, we will take this into account in the further operation. Permission can be requested or withdrawn at any time via an addendum and with the signatures of both parents.

We are very strict about taking images and only use digital cameras that are available to the team in the living areas. Our carers may under no circumstances take images of the children with their own smartphones or tablets. This rule also always applies to our trainees.

Since not all parents give permission, we also do not allow you to take images of your child yourself with your own devices in the indoor or outdoor areas. After all, there is a real chance that you would photograph or film a child who has not given permission. For the creation of images outside the statutory provisions for which you do or do not give permission (e.g. for school assignments for trainees), we will always inform you and ask you to give additional permission by signing a separate consent document. This document will then also clearly state the extent and purpose of the recording. The permission always lapses as soon as the purpose no longer applies. In the case of school assignments, the permission is always transferred to the school concerned, which then further monitors the use of the images.