

Rights and duties for reintegration Mind@Work

Rights and duties for reintegration

You are about to follow a programme with us, aimed at returning to school or re-entry to the labour market, after a period of absenteeism due to illness or benefit situation. Participation in this programme is not without obligation; it contains rights and duties for both you and us. Below we have listed these rights and duties, so you will have a clear understanding of them.

Right to privacy

We will handle your privacy and personal data with care. Only the necessary data related to your progress in the programme will be recorded in your personal file. We do not provide information to third parties that are not directly involved in your case without your written consent. We will also require your written consent for the collection of information related to you from authorities.

In the reports to our client, only such information will be processed which is required for your return to school or your reintegration. Mind@Work is obliged to provide this information to the client – school of origin, institution, or employer. The General Data Protection Ordinance – AVG in the Netherlands – sets out the rules in this respect and we are obliged to comply with them.

If you are entitled to benefits, the rules from the social legislation also apply. These rules are laid down in the Gatekeeper Improvement Act – WvP in the Netherlands – to which both employers and employees must comply. In addition to this, our employees adhere to the guidelines of the professional group or association to which they are affiliated (NIP, NVAB, SRA, SKJ, NOLOC).

Mind@Work is accredited the 'Blik op Werk' mark of quality, a hallmark which gives you the assurance of quality service. We are tested on this annually. You also will be approached to evaluate our services. You will find our privacy regulations and privacy statements on our website: <https://www.mindatwork.org/privacybeleid/>.

Right to access

You are entitled to request access to your data.

Your duties

During the process, you have rights as well as duties:

- ▶ You have the duty to provide us with sufficient information so we can develop a plan that is tailored to your specific situation. This will increase your chances of returning to school and/or the labour market.
- ▶ You must inform us at least 24 hours beforehand, if you are unable to meet an appointment with Mind@Work. Otherwise you will be charged for the costs.
- ▶ You must contact Mind@Work when asked to do so.
- ▶ You must actively participate in all parts of the programme, and in the event of reintegration, to actively look for a suitable position yourself.
- ▶ You are obliged to accept a suitable position in case of reintegration; you may not simply refuse the offer. If you have no travel limitations, a travel time in accordance with the client agreement is not considered to be an obstacle.

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- ▶ Before taking a holiday, in a reintegration situation, you are obliged to consult in advance and ask permission, both from your customer manager or employer, and from your Mind@Work consultant.

We are obliged to inform the client, should you not comply with your obligations. In a reintegration situation, this may have consequences for your benefit or salary.

What to do in case of absenteeism and illness

- ▶ If you have an appointment with one of our employees, you should contact the appropriate Mind@Work department before 9.00 a.m. to report sick.
- ▶ You must participate in activities aimed at your recovery so that you can resume the scheduled programme activities as soon as possible.
- ▶ When you are recovered, you must report to Mind@Work in person before 9.00 a.m.
- ▶ If you are unavailable without explanation, this may have consequences for the programme and your benefits or wages.

Suggesties en klachten

We aim to be of good service to you and guide you in a professional and personal way during your programme. Mind@Work is always open to suggestions for improvement. Please feel free to contact us.

Also, should you be unexpectedly dissatisfied with one of our employees or our services, we would be happy to hear from you. Mind@Work has a complaints procedure in place, which can be viewed here. It contains information about how we deal with a complaint, the role of the complaints coordinator, and within what period of time you can expect a response from us. Mind@Work will do its best to resolve your complaint to your satisfaction. The complaints procedure and the complaints form can be requested by e-mail from our administration: secretariaat@mindatwork.org