GENERAL TERMS AND CONDITIONS
PERSPECTIEF HERSTELBEMIDDELING

Who are we?

We are Perspectief Herstelbemiddeling (hereafter: Perspectief). We guide and facilitate contact between people who were involved in an impactful event. This could be a crime, a (traffic) accident or (sexually) transgressive behavior. The goal of the contact is that participants can take a step towards their own (emotional) recovery.

Agreement

You were involved in an event for which you want to get support from Perspectief. When we provide this support, there is an agreement between you and Perspectief. Here, we explain what you can expect from us and how we work.

- Our employees will try to help you as best they can. Our principle is to provide our services in a way that fits your personal needs, and that contributes to your recovery from the consequences of the event.
- We handle your personal information with confidentiality.
- We do not charge participants for our services.

We will try our best to help you in the best way possible. If despite this you are not satisfied with our services, you can discuss this with your contact person. If you are not able to resolve it together, it is possible to file a complaint.

What services do we offer?

Restorative mediation after an impactful event, such as:

- a crime
- a (traffic) accident
- (sexually) trangressive behavior
- transgressions in sports
- a healthcare incident

Sometimes it's about a different kind of impactful event that we cannot help you with, because we do not have the right means and expertise. If possible, we will refer you to the right organization.

What is important for you?

Working method
It is important that you know our working method. Read more about it on this page.

Confidentiality
Employees of Perspectief are required to handle your personal information with confidentiality. All employees of Perspectief are bound to this confidentiality based on an agreement with Perspectief.

In order to have a successful mediation, it is very important that the participants handle the information that is shared during the mediation with confidentiality. This is valid while the mediation is ongoing, as well as after the mediation has finished.

Working together
To offer our services in the best way possible, it is important that we work together. For example, by sharing important information with us on time, and by being polite to each other.

Services stop
In some cases, Perspectief can no longer offer you support, and we have to stop the mediation. This can be, for example:

- **after the consideration and decision of the mediator:** the mediator makes a consideration and decides, either in agreement with the participant or not, that the mediation stops. In that case, we do try to give you advice, or refer you to an organization that may be able to help you.
- **in case of inappropriate behavior:** we cannot help you if you do not keep to the agreements, or when you behave in an inappropriate way.

Privacy statement

To offer good support, Perspectief needs to register information about you. Such as your name, address, date of birth, phone number and e-mail address. In the Privacy statement of Perspectief, you can read in more detail about how we handle your personal information.

Questions?

We try our best to help you in the best way possible, so that you may take a step towards your (emotional) recovery. In case you have questions, you can always contact us through +31 30 234 00 45, or by sending an e-mail to info@perspectiefherstelbemiddeling.nl.