



Terms and conditions practice Frederique Bicker

Confidentiality

Practice Frederique Bicker adheres to the duty of confidentiality according to the [Dutch Institute of Psychologists](#).

“According to the professional code (art. 71), the law (art 88 Wet BIG & art. 457 Wgbo) and the Youthlaw (art. 7.3.11) the psychologist has a duty of confidentiality regarding what comes to their knowledge as a consequence of their profession. Clients may trust that they are allowed to speak freely with their psychologist, without their information becoming public. Every NIP-member has signed the professional code. The professional code is one of the parts of the professional standard which the psychologist must follow, based upon laws and regulations. However, the duty of confidentiality is limited which can make it necessary to infringe these laws and regulations. Furthermore, sharing information can be essential in order to provide correct assistance.”

Billing and payment

You will receive a monthly invoice through my financial assistant Monique Westdijk. We use a 14 day term of payment after the invoice is sent.

Cancellation

Cancelling a session should be done at least 48 hours in advance. When this is not met 100% of the costs of the cancelled session will be billed.

Complaints

When you are not satisfied with your treatment with practice Frederique Bicker, a complaint can be filed with the disciplinary committee of the [Dutch Institute of Psychologists](#). They will establish whether Frederique acted correctly according to the norms stated by the Institute.