

## COMPLAINTS PROCEDURE

### L&P Arbeidsbemiddeling B.V.

L&P Arbeidsbemiddeling B.V. strives to provide its services in a careful, professional and transparent manner to temporary workers, clients and employers. Nevertheless, it may occur that a party is not satisfied with (parts of) the services provided. In such cases, L&P Arbeidsbemiddeling B.V. offers the opportunity to submit a complaint.

This complaints procedure describes the process for submitting, handling and resolving complaints and applies to all written complaints submitted by temporary workers, clients and/or employers of L&P Arbeidsbemiddeling B.V.

#### Article 1 - Definitions

For the purposes of these regulations, the following definitions apply:

**Complaint:** any written expression of dissatisfaction regarding the services, actions or omissions of L&P Arbeidsbemiddeling B.V. or its employees.

**Complainant:** the temporary worker, client or employer submitting a complaint.

**Complaints Handler:** a member of management or an appointed officer of L&P Arbeidsbemiddeling B.V. who was not directly involved in the cause or subject of the complaint.

#### Article 2 - Purpose of the complaints procedure

The purpose of this complaints procedure is to:

- provide a clear and careful complaints process;
- ensure objective and independent handling of complaints;
- restore trust and improve service quality;
- prevent recurrence of complaints.

### **Article 3 - Submission of a complaint**

Complaints must be submitted in writing by email.

Complaints may only be sent by email to:

[info@l-p.nl](mailto:info@l-p.nl).

#### **The complaint must include at least:**

the name and contact details of the complainant;

a clear description of the complaint;

the date or period to which the complaint relates;

any relevant explanation or supporting documents.

Complaints made orally will not be treated as formal complaints and must be confirmed by email.

### **Article 4 - Acknowledgement and registration**

Upon receipt of the complaint, the complainant will receive a written acknowledgement of receipt by email within **five working days**. The complaint will be registered and handled confidentially in accordance with the privacy regulations of L&P Arbeidsbemiddeling B.V.

### **Article 5 - Handling of the complaint**

The complaint will be handled by a member of management or an appointed complaints handler who was not involved in the content or cause of the complaint.

The complainant will be given the opportunity to explain the complaint (hearing and rebuttal). Where necessary, involved employees may be heard.

### **Article 6 - Timeframes and resolution**

L&P Arbeidsbemiddeling aims to fully resolve complaints within a maximum of **four (4) weeks** of receipt.

If resolution within this period is not possible, the complainant will be informed in writing, including an explanation and an indication of the expected further handling timeframe.

After completion, the complainant will receive a written response outlining:

the findings;

the conclusion;

any measures taken or improvement actions implemented.

### **Article 7 - Escalation**

If the complainant believes that the complaint has not been handled properly, the complaint may be escalated in writing to the management of L&P Arbeidsbemiddeling B.V.

If no satisfactory solution is reached after escalation, the complainant retains the right to submit the complaint to a competent external authority, including - where applicable - the Dutch Data Protection Authority (Autoriteit Persoonsgegevens).

### **Article 8 - Confidentiality**

All complaints are handled in strict confidence. Personal data are processed in accordance with the privacy regulations of L&P Arbeidsbemiddeling B.V. and are used solely for the purpose of handling the complaint.

### **Article 9 - Recording and improvement**

Complaints and their handling are recorded. L&P Arbeidsbemiddeling uses this information exclusively to improve its services and internal processes.

### **Article 10 - Final provision**

This complaints procedure enters into force with immediate effect and is available via the website of L&P Arbeidsbemiddeling B.V. L&P Arbeidsbemiddeling B.V. reserves the right to amend this procedure. The most recent version shall always prevail.