

## **Complaints procedure Lenssen Advies B.V. KvK 14116495**

### **GENERAL**

This complaints procedure aims to treat complaints from partners (internal and external) of Lenssen Advies B.V. with care.

Office details:

**Lenssen Advies**

*Horst aan de Maas*  
Langstraat 20b  
5963 NW Hegelsom

**Lenssen Advies**

*Peel en Maas*  
Roggelseweg 2a  
5988 BP Helden

**Lenssen Advies**

*Venray*  
De Voorde 12  
5807 EZ Oostrum

**Lenssen Advies**

*Beekdaelen*  
Stationsweg 198  
6361 BH Nuth

**Lenssen Advies**

*Roermond*  
Steegstraat 5  
6041 EA Roermond

### **SUBMISSION AND REGISTRATION OF COMPLAINT**

For less serious complaints, you are requested to consider discussing this first by telephone or in a personal conversation with your contact, to see if a solution can be found that way. If your complaint concerns the contact person, you can also contact a(-nother) partner of our organization.

In case of serious complaints, or if you do not wish to discuss the complaint orally, or if oral consultation does not produce the desired result, you can file the complaint on the enclosed form and send it in to the attention of the quality controller within the office, Mr. J.W.F. (Joris) Wijnen.

You can also pass on the complaint by telephone to one of our employees. Please mention explicitly that you want the complaint to be handled through our official complaints procedure. Our employee will then complete the complaint form during the telephone conversation. You will be asked to sign the form to confirm that the complaint is correctly described (by e-mail or by post).

### **TREATMENT RESPONSIBILITIES**

In case of complaints submitted in writing, the board of Lenssen Advies B.V. is always informed. The quality controller will either handle the complaint himself or in any case monitor the handling of it. In case of serious complaints about assignments, an auditor that has not been involved in the relevant assignment (if necessary from outside our organization) will be made responsible for handling the complaint. This will in any case be done with regard to complaints about so-called assurance engagements (assignments for which (some form of) audit is carried out and for which by us a report has been issued), and also when the complaint concerns our quality control (aspects on integrity, objectivity, confidentiality, expertise, and due diligence, and professional behaviour) or technical aspects.

### **WHISTLEBLOWER CONTROL**

Our office will always take complaints seriously, and act in this respect confidentially and carefully indeed. It is our intention that both persons from outside the accounting firm, as well as internal employees, are freely able to report alleged irregularities through this complaints procedure; filing a complaint will not harm their legal position.

### **PROGRESS OF HANDLING THE COMPLAINT**

On the basis of the completed complaint form and the hearing of those involved within Lenssen Advies B.V. the best possible picture will be formed of the content of and situation surrounding the complaint. You may be asked to provide a further written explanation of the complaint. Subsequently, the quality controller will, if applicable, in consultation with the external accountant or other expert(s), decide about your complaint, and notify you of this decision in writing. If you are fully or partially found in the right, there will be considered whether any form of compensation and/or other remedy is appropriate, and if so, what measures can be taken internally to prevent recurrence of the problem.

We strive to provide substantive information within 2 weeks after receipt of a complaint; if this fails, you will be informed of the reason for the postponement, and an estimate will be given of the period after which we think we can respond.

### **FINALLY**

We naturally hope that we can resolve your complaint in a satisfactory manner. However, the response from our office may not satisfy you. If after further consultations we cannot work it out, you can turn to the Accountantskamer in Zwolle for initiating a disciplinary case.

### **APPENDIX**

- Complaint form

## Complaints procedure Lenssen Advies B.V. KvK 14116495 version 15.08.2020

### COMPLAINT FORM

If you have a complaint about Lenssen Advies B.V., you can notify us of this in writing. You can use this form for this. You can return the form by e-mail to the quality controller within the office [joris.wijnen@lenssenadvies.nl](mailto:joris.wijnen@lenssenadvies.nl) or send it by post to us: Lenssen Advies B.V., for the attention of J.W.F. Wijnen (confidential), Langstraat 20B, 5963 NW in Hegelsom.

|  |  |
|--|--|
| Name of client or organization                 |  |
| Name contact person                            |  |
| Address  |  |
| Postal code                                    |  |
| Place  |  |
| Phone number                                   |  |
| E-mailaddress                                  |  |
| Your contact person inside Lenssen Advies B.V. |  |

For quick and careful handling of your complaint, we request that you describe your complaint as concretely possible: what is the nature and scope of the problem; what and/or whom does it concern; how long has it been going on; has it occurred once or several times?

|                               |
|-------------------------------|
| Description of complaint (s): |
|-------------------------------|

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Have you already been in contact by telephone about the complaint? And if so, with whom and what has ensued therefrom?

If relevant: what solution or reaction do you want from us?

Place: \_\_\_\_\_

Position: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_