

## **Complaints procedure Lakarsk**

### **1. General provisions**

1. In order to guarantee, in accordance with the Additional Regulations for Quality Management Systems (NVKS), that persons from outside our firm and persons working for or associated with our firm can raise alleged violations of the quality policy or the system of quality control within or (also) outside our firm without endangering their legal position, Lakarsk has a complaints procedure. This complaints procedure ensures that complaints are handled and recorded carefully, confidentially and in a timely manner. This complaints procedure also leads to a timely settlement of the alleged violations about which a complaint is made, by taking appropriate measures when a complaint turns out to be well-founded. This with the aim of preventing a recurrence.
2. The complaints procedure is published on both our website and in our quality system.
3. Lakarsk's partners guarantee employees who submit reports to the quality controller on the basis of this complaints procedure, that the report will in no way have a negative impact on his/her functioning within the firm, or his/her career.

### **2. Scope**

This complaints procedure regards the following situations:

1. Acts that lead to criminal offences by Lakarsk or its employees;
2. Any actual or suspected other violations of laws and regulations by Lakarsk or its employees;
3. Any actual or suspected violations of Lakarsk's quality policy and/or quality control system by employees;
4. (Imminent) intimidation of employees by colleagues or managers;
5. (Imminent) unlawful destruction or manipulation of data or information;
6. All situations that, in the opinion of a person making the report, qualify for reporting to the quality controller.

### **3. Procedure**

1. If there is a situation that falls within the scope of this complaints procedure, the person making the report has the option of reporting it to the Lakarsk quality controller;
2. Reports under this regulation by both internal and external persons are exclusively made digitally via [info@lakarsk.nl](mailto:info@lakarsk.nl).
3. The quality controller confirms the report to the person making the report within five working days. The quality controller also informs the person making the report how and within what period of time the report will be dealt with. This period shall be no later than three weeks after receipt of the report.
4. The quality controller informs the person making the report at the latest after three weeks about the handling of the report and, if applicable, the measures that have been taken. If this deadline cannot be met due to unforeseen circumstances, the quality controller informs the person making the report about this and indicates the deadline by which the person making the report will be informed of the settlement of his or her report.
5. Reports relating to (imminent) violation of laws and regulations or the quality policy and/or quality control system of Lakarsk are in all cases handled with due observance of confidentiality by the quality controller.

#### 4. Confidentiality

1. The report, the correspondence about it, the handling and recording take place on the basis of confidentiality with regard to the name and address details of the person making the report, unless the person making the report releases the quality controller from his or her duty of confidentiality.