

Luxembourg newflash

27 June 2014

Complaint handling by professionals

Contact us:



Claude Kremer

Partner, Investment Management

We would like to draw your attention to the fact that section 2 of CSSF Regulation No. 13-02 relating to the out-of-court resolution of complaints will enter into force on 1 July 2014, the other sections having already entered into force at the beginning of the year.

As a reminder, this regulation aims at facilitating the resolution of complaints against professionals without judicial proceedings. In this respect, Section 2 adds requirements to the current regulatory framework regarding the complaint management policy and process of these professionals, including in relation to the communication with the complainants and with the CSSF.

Please contact us should you require any further information.

This publication is intended to provide information on recent legal developments and does not cover every aspect of the topics with which it deals. It was not designed to provide legal or other advice and it does not substitute for the consultation with legal counsel before any actual undertakings.

Read our latest newflashes

In order to be added to the mailing list, any interested person can send an email to subscribe@arendt.com

If you wish to opt-out from our mailing list, please click here: [unsubscribe](#)