

Office complaints procedure Hundscheid Advocaten

Article 1 Definitions

In this office complaints procedure the following terms have the following meanings:

- *complaint*: each written expression of dissatisfaction of or on behalf of the client regarding the lawyer or the persons working under his responsibility about the realization and the execution of a contract for the provision of services, the quality of the service provision or the amount of the fee statement, not being a complaint within the meaning of paragraph 4 of the Counsel Act;
- *complainant*: the client or his representative who expresses a complaint;
- *complaints officer*: the lawyer who is responsible for the handling of the complaint;

Article 2 Scope of application

1. This office complaints procedure applies to each contract for the provision of service between Hundscheid Advocaten and the client.
2. Each lawyer at Hundscheid Advocaten is responsible for complaint handling in conformity with the office complaints procedure.

Article 3 Objectives

This office complaints procedure is designed to:

- a. define a procedure to handle complaints of clients within a reasonable time frame in a constructive manner;
- b. define a procedure to determine the cause of complaints of clients;
- c. maintain and improve existing relations by means of a professional complaints handling;
- d. train employees in client-focussed responses to complaints;
- e. improve the quality of the service provision by means of complaints handling and complaints analysis.

Article 4 Information on commencement of service provision

1. This office complaints procedure has been made public. Prior to entering into an agreement the lawyer points out to client the fact that the office uses an office complaints procedure and that the latter applies to the service provision.
2. In the contract for the provision of services Hundscheid Advocaten has included to which independent party/authority a complaint may be submitted if it has not been solved after handling in order to obtain a binding ruling and this has been made known on confirmation of the assignment.
3. Complaints within the meaning of article 1 of this office complaints procedure which have not been solved after handling will be submitted to the dean of the Bar Association (court district of Limburg) or the court.

Article 5 Internal complaints procedure

1. If a client approaches the office with a complaint then this complaint will be redirected to T.M.T.M. Lindeman, LLM, who will then act as complaints officer. If the complaint is directed at T.M.T.M. Lindeman, LLM, then the complaint will be redirected to F.H.I. Hundscheid, LLM.

2. The complaints officer will inform the person against whom the complaint was directed of the submission of the complaint and will allow the complainant and the person against whom the complaint is directed to provide an explanation of/comment on the complaint.
3. The person against whom the complaint was directed together with the client will try to come to a solution whether or not after intervention of the complaints officer.
4. The complaints officer handles the complaint within four weeks after receipt of the complaint or informs the complainant, stating reasons, of departure from this term and stating the term in which a ruling on the complaint will take be given.
5. The complaints officer informs the complainant and the person against whom the complaint was directed in writing of the validity of the complaint, whether or not accompanied by recommendations.
6. If the complaint has been handled satisfactorily, the complainant, the complaints officer and the person against whom the complaint was directed will sign the assessment of validity of the complaint.

Article 6 Secrecy and cost-free complaint handling

1. The complaints officer and the person against whom the complaint was directed will observe secrecy during the complaints handling.
2. The complainant is not obliged to compensate for the costs of the handling of the complaint.

Article 7 Responsibilities

1. The complaints officer is responsible for the timely handling of the complaint.
2. The person against whom the complaint was directed will inform the complaints officer of any contact and a possible solution.
3. The complaints officer informs the complainant of the progress of the handling of the complaint.
4. The complaints officer will keep the complaints file.

Article 8 Complaints registration

1. The complaints officer registers the complaint including the topic of complaint.
2. A complaint may be registered in multiple categories.
3. The complaints officer will provide a periodical briefing of the handling of the complaints and provides recommendations for the prevention of future complaints as well as for the improvement of procedures.
4. At least once a year the reports and recommendations will be discussed in the office and be included in the decision making process.