

Office complaints procedure JanssenBroekhuysen Advocaten

Article 1 Definitions

In his office complaints procedure the following terms have the following meaning:

- *complaint*: any written expression of dissatisfaction from or on behalf of the client towards the lawyer or person(s) employed under his responsibility about the formation and performance of an instruction, the quality of the services provided or the amount of the invoice, not being a complaint within the meaning of paragraph 4 of the Dutch Counsel Act;
- *complainant*: the client or its representative who complains;
- *complaints officer*: the lawyer who is charged with handling the complaint;

Article 2 Scope of Application

1. This office complaints procedure applies to each instruction that JanssenBroekhuysen Advocaten receives from the client.
2. JanssenBroekhuysen Advocaten arranges that the complaint is dealt with in accordance with the office complaints procedure.

Article 3 Objectives

The objectives of this office complaints procedure are:

1. to lay down a procedure to handle complaints from clients within a reasonable term in a constructive manner;
2. to lay down a procedure to determine the causes of complaints from clients;
3. to maintain and improve existing relationships by properly handling complaints;
4. to train employees to respond in a client-focused manner to complaints;
5. to improve the quality of services by handling and analysing complaints.

Article 4 Information on Commencement of Services

1. This office complaints procedure has been made public. Before accepting instructions, the lawyer will inform the client that it has an office complaints procedure and that it applies to our services.
2. JanssenBroekhuysen Advocaten provides in its acceptance of an instruction, through its general terms and conditions, the names of independent parties or agencies where complaints that are not solved after handling can be submitted to obtain a binding decision, and has informed the client of this with the instruction.

Article 5 Internal Complaints Procedure

1. If a client informs the firm it has a complaint, the complaint will be forwarded to the complaints officer.
2. The complaints officer will inform the complainee of the complaint and give the complainant and the complainee the opportunity to provide further details about the complaint.
3. The complainee will, jointly with the client, attempt to reach a solution, with or without intervention from the complaints officer.

4. The complaints officer handles the complaint within four weeks after receipt of the complaint or will inform the complainant that this term is deviated from, stating the reasons therefor as well the term within which a decision will be rendered on the complaint.
5. The complaints officer informs the complainant and the complainee in writing of his opinion on the soundness of the complaint. This opinion can be with or without recommendations.
6. If the complaint has been handled satisfactorily, the complainant, complainee and the complaints officer will sign the opinion on the soundness of the complaint.

Article 6 Confidentiality and Complaints Handling Free of Charge

1. The complaints officer and the complainee will observe confidentiality when handling the complaint.
2. The complainant does not owe a fee in relation to the costs of handling the complaint.

Article 7 Responsibilities

1. The complaints officer is responsible for the timely handling of the complaint.
2. The complainee will keep the complaints officer informed of any contact and a possible solution.
3. The complaints officer will keep the complainant informed of the handling of the complaint.
4. The complaints officer keeps the complaints file up to date.

Article 8 Registration of Complaints

1. The complaints officer registers the complaint together with the subject of the complaint.
2. A complaint can be subdivided into various subjects.
3. The complaints officers will on a regular basis report on the handling of complaints and make recommendations to prevent new complaints and to improve procedures.
4. The reports and recommendations will be discussed by the firm at least once a year and be submitted for decision-making.