

Office complaints procedure Hundscheid Griffioen Advocaten

Article 1 Definitions

In this office complaint scheme, the following definitions apply:

- complaint: any written expression of dissatisfaction by or on behalf of the client towards the lawyer or the persons working under his responsibility regarding the conclusion and execution of an agreement for services, the quality of the services provided or the amount of the fee, not being a complaint as referred to in section 4 of the Lawyers Act;
- complainant: the client or the client's representative who makes a complaint;
- complaints officer: the lawyer in charge of handling the complaint.

Article 2 Scope of application

1. These office complaint regulations apply to any agreement for services between Hundscheid Griffioen Advocaten and the client.
2. Each lawyer of Hundscheid Griffioen Advocaten shall ensure complaint handling in accordance with the office complaints procedure.

Article 3 Objectives

The purpose of this office complaint scheme is to:

- a. Establishing a procedure to deal constructively with client complaints within a reasonable time;
- b. Establishing a procedure to determine the causes of client complaints;
- c. Maintain and improve existing relationships through proper complaint handling;
- d. Train staff in client-centred response to complaints;
- e. Improving service quality through complaint handling and complaint analysis.

Article 4 Information at start of service

1. This office complaint scheme has been made public. Before entering into the contract for services, the lawyer informs the client that the firm has an office complaints procedure and that it applies to the services provided.
2. Hundscheid Griffioen Advocaten has included through its general terms and conditions the independent party or body to which a complaint that is not resolved after treatment can be submitted to obtain a binding decision and has made this known at the time of order confirmation.
3. Complaints as referred to in Article 1 of these office complaints regulations that are not resolved after treatment shall be submitted to the Limburg District Court.

Article 5 Internal complaint procedure

1. If a client approaches the firm with a complaint, the complaint will be forwarded to Mr F.R. Hage, who thereby acts as complaints officer. If the complaint is against Mr F.R. Hage, the complaint will be forwarded to Mr F.H.I. Hundscheid.
2. The complaints officer shall notify the person complained about of the filing of the complaint and shall give the complainant and the person complained about an opportunity to explain the complaint.

3. The person about whom a complaint has been made shall try to reach a solution together with the client, whether or not through the intervention of the complaints officer.
4. The complaints officer shall settle the complaint within four weeks from receipt of the complaint or notify the complainant of any deviation from this deadline, stating the time limit within which an opinion on the complaint will be given.
5. The complaints officer shall notify the complainant and the person complained against in writing of the opinion on the merits of the complaint, whether or not accompanied by recommendations.
6. If the complaint is dealt with satisfactorily, the complainant, the complaints officer and the person complained about shall sign the judgment on the merits of the complaint.

Article 6 Confidentiality and free handling of complaints

1. The complaints officer and the person complained about shall observe confidentiality in handling complaints.
2. The complainant shall not be charged for the cost of handling the complaint.

Article 7 Responsibilities

1. The complaints officer is responsible for the timely resolution of the complaint.
2. The person complained about shall keep the complaints officer informed of any contact and possible resolution.
3. The complaints officer shall keep the complainant informed about the handling of the complaint.
4. The complaints officer shall maintain the complaint file.

Article 8 Complaint registration

1. The complaints officer shall register the complaint along with the subject of the complaint.
2. A complaint may be divided into several topics.
3. The complaints officer shall report periodically on the handling of complaints and make recommendations to prevent new complaints, as well as to improve procedures.
4. At least once a year, reports and recommendations will be discussed at the office and submitted for decision.