LWYRS | ADVOCATEN ARBEIDSRECHT

LWYRS Advocaten Arbeidsrecht Complaints Procedure (hereinafter: LWYRS)

Article 1: Definitions

In these firm complaints procedure, the following terms shall have the following meanings:

- *complaint*: any written expression of dissatisfaction by or on behalf of the client directed at the solicitor or persons working under the solicitor's responsibility concerning the conclusion and performance of a contract for services, the quality of the services provided or the amount of the invoice, not being a complaint as referred to in section 4 of the Solicitors Act;
- *complainant*: the client or their representative who lodges a complaint;
- *complaints officer*: the lawyer responsible for handling the complaint;

Article 2 Scope of Application

1. This firm's complaints procedure applies to every contract for services between LWYRS and the client.
2. Ms Karolina Dorenbos of Flow, Praktijk voor recht is responsible for handling complaints in accordance with the firm's complaints procedure and thus acts as the complaints officer.

Article 3 Objectives

The purpose of this firm's complaints procedure is:

a. to establish a procedure for handling client complaints constructively within a reasonable timeframe;
b. to establish a procedure for identifying the causes of client complaints;
c. to maintain and improve existing relationships through effective complaint handling;
d. to train staff to respond to complaints in a client-focused manner;
e. to improve the quality of service provision through the handling and analysis of complaints.

Article 4: Information at the start of the service

1. This firm's complaints procedure has been made public. Before entering into the contract for services, the solicitor shall inform the client that the firm operates a complaints procedure and that this applies to the services provided.
2. LWYRS has specified in the contract for services (via the general terms and conditions attached thereto) the independent party or body to which a complaint that has not been resolved following handling may be submitted for a binding decision, and has made this clear in the confirmation of engagement.
3. Complaints as referred to in Article 1 of this firm's complaints procedure which remain unresolved after being dealt with shall be submitted to the Legal Profession Disputes Committee. A description of the procedure can be found on the website of the Netherlands Bar Association.

Article 5: Internal complaints procedure

1. If a client approaches the firm with a complaint, the complaint is forwarded to the complaints officer.
2. The complaints officer shall inform the person against whom the complaint has been made of the submission of the complaint and shall give both the complainant and the person against whom the complaint has been made the opportunity to provide an explanation regarding the complaint.
3. The person against whom the complaint is made shall endeavour to reach a solution with the client, with or without the intervention of the complaints officer.
4. The complaints officer shall deal with the complaint within four weeks of receiving it or, if this timeframe is not met, shall inform the complainant of the reasons for the delay, stating the timeframe within which a decision on the complaint will be given.
5. The complaints officer shall inform the complainant and the person against whom the complaint has been made in writing of the decision on the validity of the complaint, accompanied by recommendations where appropriate.
6. If the complaint has been resolved to the complainant's satisfaction, the complainant, the complaints officer and the person against whom the complaint was made shall sign the decision on the merits of the complaint.

Article 6: Confidentiality and free complaint handling

1. The complaints officer and the person against whom the complaint has been made shall observe confidentiality during the handling of the complaint.
2. The complainant is not required to pay any fees for the costs of handling the complaint.

Article 7: Responsibilities

1. The complaints officer is responsible for ensuring the complaint is dealt with in a timely manner.
2. The person against whom the complaint is made shall keep the complaints officer informed of any contact and a possible resolution.
3. The complaints officer shall keep the complainant informed of the progress of the complaint.
4. The complaints officer shall maintain the complaints file.

Article 8: Registration of complaints

1. The complaints officer shall register the complaint, stating the subject of the complaint.
2. A complaint may be categorised under several subjects.
3. The complaints officer reports periodically on the handling of complaints and makes recommendations to prevent new complaints and to improve procedures.
4. At least once a year, the reports and recommendations are discussed at the office and submitted for decision-making.

If you have any questions about this Complaints Procedure or its implementation, please contact us at info@lwyrs.nl