

Office Complaints Procedure LWYRS Advocaten Arbeidsrecht

Article 1 Definitions

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

- *complaint*: any written expression of dissatisfaction by or on behalf of the client towards the lawyer or persons working under his responsibility the lawyer or the persons working under his responsibility regarding the conclusion and execution of a contract of engagement, the quality of the services or the amount of the invoice, not being a complaint as meant in paragraph 4 of the referred to in paragraph 4 of the Lawyers Act;
- *complainant*: the client or his representative who makes a complaint;
- *Complaints Officer*: the lawyer entrusted with the handling of the complaint.

Article 2 Scope of application

1. This office complaints procedure is applicable to all agreements or assignments between LWYRS Advocaten Arbeidsrecht and the client.
2. Each lawyer is personally responsible for handling complaints in accordance with the office complaints regulation.

Article 3 Objectives

The objectives of this office complaints procedure are:

- a. to lay down a procedure to handle client complaints constructively and within a reasonable period of time;
- b. to lay down a procedure for determining and investigating the causes of clients' complaints;
- c. maintaining and improving existing relationships by means of proper complaints handling;
- d. training employees in responding to complaints in a client-focused manner;
- e. improve the quality of service provision by means of handling and analysing complaints.

Article 4 Information upon commencement of service provision

1. These office complaints regulations are made public. The lawyer shall inform the client before entering into the contract for professional services, that the office has a regulation on office complaints and that it is applicable to the services.
2. LWYRS Advocaten Arbeidsrecht has included in engagement letter to which independent party or authority a complaint that has not been resolved after handling can be submitted in order to obtain a binding ruling and has made this known in the engagement letter.
3. Complaints as referred to in article 1 of these rules of procedure for office complaints that are unresolved after treatment shall be submitted to the Disputes Committee for the Legal Profession (Geschillencommissie voor de Advocatuur).

Article 5 Internal complaint procedure

1. If a client approaches the office with a complaint, the complaint will be forwarded to a Complaints Officer appointed by LWYRS Advocaten Arbeidsrecht.
2. The Complaints Officer will inform the person who is the subject of the complaint of the submission of the complaint and will give the complainant and the person who is the subject of the complaint the opportunity to explain the complaint.
3. The person who is the subject of the complaint shall attempt to reach a solution together with the client, either through the intervention of the Complaints officer or otherwise.
4. The Complaints officer will deal with the complaint within four weeks of receipt of the complaint or will notify the complainant, stating the reasons, of any deviation from this term and the term within which an opinion on the complaint will be given.
5. The Complaints officer will inform the complainant and the person about whom the complaint has been made in writing of the opinion on the validity of the complaint, whether or not accompanied by recommendations.
6. If the complaint has been dealt with satisfactorily, the complainant, the Complaints Officer and the person who is the subject of the complaint sign the opinion on the validity of the complaint.

Article 6 confidentiality and free complaint handling

1. The Complaints Officer and the person complained about must observe confidentiality during the handling of complaints.
2. The complainant does not owe any compensation for the costs of handling the complaint.

Article 7 responsibilities

1. The Complaints Officer is responsible for dealing with the complaint in good time.
2. The person complained about shall keep the Complaints Officer informed about possible contact and a possible solution.
3. The Complaints Officer keeps the complainant informed about the handling of the complaint.
4. The Complaints Officer keeps the complaint file up to date.

Article 8 Registration of complaints

1. The Complaints Officer registers the complaint and the subject of the complaint.
2. A complaint may be classified into several subjects.
3. The Complaints Officer periodically reports on the handling of the complaints and makes recommendations to prevent new complaints, as well as to improve procedures.
4. At least once a year, the reports and the recommendations are discussed at the office and submitted for decision.