

OFFICE COMPLAINTS PROCEDURE, VERSION 1 MARCH 2022

1. Definitions

In this office complaints procedure (*kantoorklachtenregeling*) the following definitions are used:

complaint: means any dissatisfaction vis-a-vis the attorney or a person working under an attorney's responsibility, expressed in writing by or on behalf of a client, concerning how a request for services has been dealt with, the quality of services, or the amount invoiced, other than a complaint as referred to in article 4 Attorneys Act (*Advocatenwet*);

complainant: the client or or the client's representative that submits a complaint;

complaints officer: the attorney that is responsible for handling the complaint.

2. Scope

2.1 This office complaints procedure applies to all services provided to the client by Huijzen Advocacy.

2.2 Huijzen Advocacy will handle all complaints in accordance with this office complaints procedure.

3. Purposes

The purposes of this office complaints procedure are:

- a. establishing a procedure for dealing with a client's complaint within a reasonable period of time and in a constructive manner;
- b. establishing a procedure for determining the cause of a client's complaint;
- c. maintaining and improve existing relationships by correctly dealing with complaints;
- d. training employees to handle complaints with the client's needs in mind;
- e. improving the quality of services.

4. Information at the start of services

4.1 This complaints procedure can be found at www.huijzen.nl. Before providing services to a client, Huijzen Advocacy informs the client that there is a complaints procedure, which applies to the services rendered by Huijzen Advocacy.

4.2 Complaints as defined in Article 1 above that are handled but have not been resolved are submitted to the District Court of Amsterdam, the Netherlands.

5. Internal complaint procedure

5.1 When a client submits a complaint to Huijzen Advocacy, that complaint will be handled by Mr. G. Ruardij of the firm Jurist en Advocaat, our complaints officer.

5.2 The complaints officer informs the attorney who the complaint relates to of the complaint and gives the client and the attorney the opportunity to provide an explanation.

5.3 The attorney tries to find a solution together with the client, whether before or after the involvement of the complaints officer.

5.4 The complaints officer assesses the complaint within four weeks after he has received the complaint. If this deadline is not met, the complaints officer will inform the client of this and explain the reasons; he will also specify a new deadline for assessing the complaint.

5.5 The complaints officer informs the client and the attorney in writing about his view on whether the complaint was justified, and he may make recommendations.

6. Confidentiality and no handling fee

6.1 The complaints officer and the attorney who the complaint relates to maintain confidentiality in relation to the complaint.

6.2 The client does not owe any fee for the handling of the complaint.

7. Responsibilities

7.1 The complaints officer is responsible for the timely resolution of the complaint.

7.2 The attorney the complaint relates to keeps the complaints officer informed of his/her contacts with the client and of any possible solution.

7.3 The complaints officer keeps the client informed of the handling of the complaint.

7.4 The complaints officer keeps the complaint file up to date.

8. Complaints registration

8.1 The complaints officer registers the complaint, specifying the subject matter.

8.2 A complaint can be divided into several subject matters.