



## **Jonker Abeln Advocaten Office Complaints Procedure**

### **Article 1** - **definitions**

In this office complaints procedure the following definitions apply:

- complaint: any written expression of dissatisfaction from or on behalf of the client directed at the firm or a person associated with it about the conclusion and performance of an engagement agreement, the quality of the services provided or the amount of the expense statement;
- complainant: the client or his representative filing a complaint;
- complaints officer: the lawyer in charge of handling the complaint.

### **Article 2** - **scope of application**

- 2.1 This office complaints procedure applies to any engagement agreement between one of the lawyers of Jonker Abeln Advocaten and the client.
- 2.2 Every lawyer of Jonker Abeln Advocaten ensures that complaints will be dealt with in conformity with the office complaints procedure.

### **Article 3** - **objectives**

The objects of this office complaints procedure are to:

- a. lay down a procedure for constructively resolving complaints of clients within a reasonable period;
- b. lay down a procedure for establishing the causes of complaints of clients;
- c. maintain and improve existing relations by means of properly handling complaints;
- d. train employees in reacting to complaints in a client oriented manner;
- e. improve the quality of the services provided by means of complaint handling and complaint analysis.



**Article 4** - **information at commencement of service**

- 4.1 This office complaints procedure has been made public. Before entering into the engagement agreement the lawyer will point out to the client that there is an office complaints procedure in place at the firm and that it will apply to the services provided.
- 4.2 Complaints as referred to in Article 1 of this office complaints procedure that have not been resolved after having been dealt with may be submitted to the court, unless a binding third-party ruling or arbitration is agreed upon.

**Article 5** - **internal complaints procedure**

- 5.1 If a client contacts the firm with a complaint, the complaint will be passed on to Mr. J. Berkvens, who will act as complaints officer. If the complaint partly or wholly concerns the complaints officer himself, the latter will designate a non-involved colleague within the firm who will then act as complaints officer in handling the complaint.
- 5.2 The complaints officer will offer the complainant and the person against whom the complaint has been made the opportunity to give an explanation to the complaint.
- 5.3 The person against whom the complaint has been made will try to resolve the matter together with the client, whether or not after intervention of the complaints officer. If they have failed to reach a solution within three weeks, the complaints officer will give an impartial assessment of the complaint.
- 5.4 The complaints officer will ensure that the complaint will be dealt with within four weeks after receipt of the complaint or will inform the complainant that this term will be deviated from, stating the reasons and specifying the term within which an opinion will actually be given on the complaint.
- 5.5 The complaints officer will notify the complainant and the person against whom the complaint has been made in writing about the opinion regarding the validity of the complaint, with or without recommendations.



- 5.6 If the complaint has been satisfactorily resolved, the complainant, the complaints officer and the person against whom the complaint has been made will sign the opinion on the validity of the complaint.

**Article 6** - **secrecy and free complaints handling**

- 6.1 The complaints officer and the person against whom the complaint has been made will observe secrecy in handling the complaint.
- 6.2. The complainant does not have to pay any compensation for the handling of the complaint.

**Article 7** - **responsibilities**

- 7.1 The complaints officer is responsible for handling the complaint in time.
- 7.2 The person against whom the complaint has been made will keep the complaints officer informed of any contact and a possible solution.
- 7.3 The complaints officer will keep the complainant informed of the handling of the complaint.
- 7.4 The complaints officer will keep the complaints file.

**Article 8** - **complaint registration**

- 8.1 The complaints officer will register the complaint, specifying the subject of the complaint.
- 8.2 A complaint can be classified into several subject categories.
- 8.3 The complaints officer will periodically report on the handling of complaints and will make recommendations for the prevention of new complaints, as well as for the improvement of procedures.
- 8.4 At least once a year the reports and the recommendations will be discussed at the firm and presented for decision-making.

**Article 9**

- 9.1 This complaints procedure was adopted as per 1 January 2015 and applies to all engagements entered into after this date.
- 9.2 This procedure can also be applied to earlier engagements.