



Office complaints procedure JB Law

Article 1 definitions

In our office complaints procedure, the following terms are defined as stated below:

- *complaint*: every written manifestation of dissatisfaction from or on behalf of the client against the lawyer or those working under his responsibility, about the formation of and performance under a letter of engagement, the quality of the service or the amount of the invoice, not being a complaint within the meaning of subsection 4 of the Act on the Legal Professional [*Advocatenwet*];
- *complaints officer*: the lawyer responsible for handling the complaint;
- *plaintive*: the client or his/her representative who submits a complaint.

Article 2 scope

1. This office complaints procedure applies to every engagement between JB LAW and the client.
2. JB LAW ensures that complaints are processed in accordance with the office complaints procedure.

Article 3 objectives

This office complaints procedure serves:

1. to document a procedure of processing complaints from clients constructively, within a reasonable period of time;
2. to document a procedure to establish the cause of the client's complaint;
3. to preserve and improve existing relationships by means of correct complaints handling;
4. to train employees to respond to complaints with the client in mind;
5. to improve the quality of the service by means of complaints handling and complaints analyses.

Article 4 information upon start of the service

1. This office complaints procedure has been published. Before concluding a letter of engagement, the lawyer makes the client aware of the fact that the firm uses an office complaints procedure and that this applies to the service.
2. In the General Terms and Conditions, JB LAW stipulates which independent party or organisation a complaint can be submitted to when the former has been unable to resolve the issue, after which the latter can issue a binding opinion, all of which is announced upon confirmation of engagement.
3. Complaints within the meaning of Article 1 of this office complaints procedure which are not resolved after handling will be submitted to the district court.

Article 5 internal complaints procedure

1. If a client contacts the firm with a complaint, the complaint is forwarded to the complaints officer.
2. The complaints officer notifies the person against whom a complaint has been made of the complaint and gives the plaintive and the person against whom a complaint had been made the opportunity to provide an explanation to the complaint.
3. The person against whom a complaint has been made will try to reach a solution with the client, whether or not after intervention from the complaints officer.
4. The complaints officer processes the complaint within four weeks of receiving it or, when this rule is deviated from, notifies the plaintive thereof, stating the reasons and giving a new term within which an opinion about the complaint will be given.
5. The complaints officer notifies the plaintive and the person against whom the complaint has been made in writing of the opinion about the validity of the complaint, along with recommendations if applicable.
6. If the complaint is dealt with satisfactorily, the plaintive, the complaints officer and the person against whom a complaint has been made sign the opinion about validity of the complaint.



Article 6 confidentiality and free complaints handling

1. The complaints officer and the person against whom a complaint has been made observe confidentiality during the complaints handling process.
2. The plaintive does not owe anything for the costs of complaint handling.

Article 7 responsibilities

1. The complaints officer is responsible for the prompt processing of the complaint.
2. The person against whom a complaint has been made keeps the complaints officer updated about any contact and possible solution.
3. The complaints officer keeps the plaintive updated about the processing of the complaint.
4. The complaints officer keeps the complaints file updated.

Article 8 complaints registration

1. The complaints officer registers the complaint and the corresponding subject.
2. A complaint can be classed under several subjects.
3. The complaints officer regularly reports about the complaints processing and makes recommendations in order to prevent new complaints, as well to improve procedures.
4. The reports and recommendations are discussed within the firm and submitted for decision at least once a year.