



Firm Complaints Procedure of Van der Loeff familierecht Advocaten

Article 1 definition of terms

In this firm complaints procedure, the following terms mean:

- *complaint*: any written expression of dissatisfaction by or on behalf of the client towards the lawyer or the persons working under his/her responsibility with the conclusion and performance of a contract for services, the quality of the services or the amount of the invoice, not being a complaint as referred to in Section 4 of the Counsel Act (*Advocatenwet*);
- *complainant*: the client or client's representative who expresses a complaint;
- *complaints officer*: the lawyer charged with handling the complaint;

Article 2 scope of application

1. This firm complaints procedure will apply to all contracts for services between Van der Loeff familierecht Advocaten and the client.
2. Each lawyer of Van der Loeff familierecht Advocaten will provide for the handling of complaints in accordance with the firm complaints procedure.

Article 3 objects

The objects of this firm complaints procedure are:

1. to set out a procedure to settle complaints by clients in a reasonable period in a constructive manner;
2. to set out a procedure to determine the causes of clients' complaints;
3. to maintain and improve existing relationships by way of a good handling of complaints;
4. to train staff in responding to complaints in a client-oriented way;
5. to improve the quality of the services by using complaints handling and complaints analysis.

Article 4 information at the start of the services

1. This firm complaints procedure has been published. Before entering into a contract for services, the lawyer will point out to the client that the firm has a complaints procedure and that this procedure applies to the services.
2. In the contract for services by way of the General Terms and Conditions, Van der Loeff familierecht Advocaten has included to which independent party or body a complaint can be presented that has not been resolved after handling in order to obtain a binding decision and has made this known in the engagement confirmation.
3. Complaints as referred to in Article 1 of this firm complaints procedure that have not been resolved after handling will be brought before the court.

Article 5 internal complaints procedure

1. If a client approaches the firm with a complaint, the complaint will be forwarded to the complaints officer. The complaint officer's name will be provided immediately at the complainant's request. The complaints officer will inform the person complained about of the submission of the complaint and will give the complainant and the person complained about the opportunity to explain the complaint.



3. The person complained about will attempt to reach a solution with the client, whether or not after intervention by the complaints officer.
4. The complaints officer will settle the complaint within four weeks of receipt of the complaint or will inform the complainant of departure from this period, stating the reasons and the period within which an opinion *will* be given on the complaint.
5. The complaints officer will inform the complainant and the person complained about in writing of the opinion on the validity of the complaint, accompanied by recommendations or not.
6. If the complaint has been settled to their satisfaction, the complainant, the complaints officer and the person complained about will sign the opinion on the validity of the complaint.

Article 6 secrecy and handling of complaints free of charge

1. The complaints officer and the person complained about will observe secrecy during the handling of the complaint.
2. The complainant will not have to pay a fee for the costs of handling the complaint.

Article 7 responsibilities

1. The complaints officer is responsible for the timely settlement of the complaint.
2. The person complained about will keep the complaints officer informed of any contact and a possible resolution.
3. The complaints officer will keep the complainant informed of the handling of the complaint.
4. The complaints officer will keep the complaint file up to date.

Article 8 recording of complaints

1. The complaints officer will record the complaint together with the subject of the complaint.
2. A complaint can be divided into several subjects.
3. The complaints officer will report regularly on the settlement of the complaints and make recommendations to prevent new complaints, as well as to improve procedures.
4. The reports and recommendations will be discussed and presented for decision making at the firm at least once a year.