

Complaints Procedure everaert advocaten

Article 1 Definitions

In this complaints procedure:

- Complaint means: any written statement of dissatisfaction filed by or on behalf clients against the or the individuals working under the attorney's responsibility about the conclusion and execution of contracts for services, the quality of services or invoice amounts, not being a complaint as referred to in Article 4 of the Act on Attorneys;
- Complainant means: clients or their representatives filing complaints;
- Complaints officer means: the attorney entrusted with handling complaints;

Article 2 Scope of Application

- a. This complaints procedure applies to all contracts for services between Everaert Advocaten and clients.
- b. All attorneys of Everaert Advocaten will ensure that complaints are dealt with in accordance with this complaints procedure.

Article 3 Objectives

The objectives of this complaints procedure are to:

- a. Handle clients' complaints constructively within a reasonable term;
- b. Identify the cause for clients' complaints;
- c. Preserve and improve existing relations;
- d. Train staff in responding to complaints in a client-oriented way;
- e. Enhance the quality of our services by resolving and analysing issues.

Article 4 Information upon Commencement of Services

1. This complaints procedure has been published. Before entering into a contract for services the attorney will point out to clients that the firm's services are governed by this complaints procedure.
2. Everaert Advocaten's standard terms and conditions designate an independent party or institution with which complainants can file unresolved complaints to obtain a binding opinion. Clients are informed of this in the confirmation of assignment.
3. Complaints as referred to in Article 1 of this complaints procedure that are not resolved will be submitted to the Disputes Committee for the Legal Profession.

Article 5 In-House Complaints Procedure

1. Complaints filed by clients will be forwarded to M.A.G. Reurs, who will act as complaints officer.
2. The complaints officer will inform the subject of the complaint that a complaint has been filed and will enable the complainant and the subject of the complaint to comment on the complaint.
3. The attorney who is the subject of the complaint will try to reach a solution together with the complainant, whether or not through the intervention of the complaints officer.
4. The complaints officer will handle complaints within four weeks of receipt or will inform the complainant of any deviating term, stating the term within which he/she will decide on the complaint.
5. The complaints officer will inform the complainant and the attorney who is the subject of the complaint in writing whether the complaint is valid, and may issue a recommendation.

Article 6 Confidentiality and Free of Charge Procedure

1. The complaints officer and the attorney who is the subject of the complaint will observe a duty of confidentiality in handling complaints.
2. Complainants do not owe any charges for the handling of complaints.

Article 7 Responsibilities

1. The complaints officer will be responsible for timely handling complaints.
2. The attorney who is the subject of the complaint keeps the complaints officer informed of any contacts he has with the complainant and possible solutions.
3. The complaints officer will keep complainants informed of the status of their complaints.
4. The complaints officer will keep records on the complaints.

Article 8 Registration of Complaints

1. The complaints officer will register complaints, stating the subject of complaints.
2. A complaint may be sub-divided into several subjects.
3. The complaints officer will report periodically on the handling of complaints and will make recommendations to prevent new complaints and improve procedures.
4. At least once a year the reports and recommendations will be discussed at the firm and submitted for decision-making.