

## **Klaver Advocaten Firm Complaints Procedure**

### **Clause 1 Definitions**

The terms as used in this firm complaints procedure will have the following meanings:

**Complaint:**

Any written expression of discontent by or on behalf the client to the lawyer or the persons working under his responsibility about the formation or the performance of an agreement for the provision of services, the quality of the services, or the amount of the invoice, not being a complaint as referred to in paragraph 4 of the Dutch Counsel Act (*Advocatenwet*).

**Complainant:**

The client or his substitute expressing a complaint.

**Complaints Officer:**

The lawyer/associate responsible for handling complaints.

### **Clause 2 Scope**

1. This firm complaints procedure is applicable to every agreement for the provision of services between Klaver Advocaten and the client.
2. Every lawyer employed by Klaver Advocaten will handle complaints in accordance with the firm complaints procedure.

### **Clause 3 Purposes**

The purposes of this firm complaints procedure are:

- a. to lay down a procedure to handle complaints from clients in a constructive manner and within a reasonable period;
- b. to lay down a procedure to identify the causes of complaints from clients;
- c. to maintain and improve existing relations by means of proper complaints handling;
- d. to train associates in responding to complaints in a client-oriented way;
- e. to improve the quality of the services by means of complaints handling and complaints analysis.

### **Clause 4 Information upon commencement of the services**

1. This firm complaints procedure has been published. Lawyers will, before entering into an agreement for the provision of services, point out to the client that the firm has a firm complaints procedure in place and that such procedure is applicable to its services.
2. Klaver Advocaten has included in its general conditions to what party or agency any unsolved complaints can be submitted in order to obtain a binding decision, and has communicated this in its engagement letter.
3. Complaints as referred to in clause 1 of this firm complaints procedure that have not been solved after handling will be brought before the court.

### **Clause 5 Internal complaints procedure**

1. If a client contacts our firm with a complaint, the complaint will be referred to Miriam de Die le Clercq, office manager, who will, thus, act as complaints officer.
2. The complaints officer will confirm receipt to the complainant by return, attaching and referring to the firm complaints procedure, and notify the person who is the subject of the complaint within 24 hours of the complaint filed and give that person the opportunity to explain their position.
3. The person who is the subject of the complaint will try to come to a solution in consultation with the client, with or without the intervention of the complaints officer.
4. The complaints officer will handle the complaint within four weeks of receipt of the complaint or notify the complainant that another period will be applied, stating reasons and stating the period within which the complaint will be handled.
5. The complaints officer will notify the complainant and the person who is the subject of the complaint in writing of the opinion on the merits of the complaint, accompanied by recommendations or otherwise.
6. If the complaint has been handled satisfactorily, the complainant, the complaints officer and the person who is the subject of the complaint will sign the opinion on the merits of the complaint.

### **Clause 6 Confidentiality and free complaint handling**

1. The complaints officer and the person who is the subject of the complaint will maintain confidentiality when handling the complaint.
2. The handling of the complaint will be without charge to the complainant.

### **Clause 7 Responsibilities**

1. The complaints officer will be responsible for timely handling of the complaint.
2. The person who is the subject of the complaint will keep the complaints officer informed of any contacts and a possible solution.
3. The complaints officer will keep the complainant informed of the handling of the complaint.
4. The complaints officer will keep a complaint file.

### **Clause 8 Complaint logging**

1. The complaints officer will log the complaint as well as the subject thereof.
2. A complaint may be divided into various subjects.
3. The complaints officer will report periodically on the handling of the complaints and make recommendations to prevent new complaints and to improve procedures.
4. At least once a year, the reports and the recommendations will be discussed within the firm and submitted for decision.