

## **Doull Office Complaints Procedure**

### **Article 1: Definitions**

In this complaints procedure the following definitions apply:

- complaint: any written statement of dissatisfaction of or on behalf of the client towards the lawyer or the persons working under his/her responsibility on the creation and/or performance of an assignment agreement, the quality of the services performed or the amount of the invoice, not being a complaint as referred to in paragraph 4 of the “Advocatenwet” (the Legal Services Act);
- complainant: the client or his/her representative who makes a complaint;
- complaints officer: the lawyer who is responsible for handling the complaint.

### **Article 2: Scope of application**

1. This complaints procedure applies to every assignment agreement between Doull legal and mediation firm (hereinafter: Doull) and the client.
2. The lawyer is responsible for handling complaints in accordance with the office complaints procedure.

### **Article 3: Objectives**

The aim of the complaints procedure is:

- to establish a procedure to deal with complaints from clients in a constructive manner within a reasonable period of time;
- to establish a procedure to determine the causes of complaints from clients;
- maintaining and improving existing relationships through good complaint handling;
- to train employees in a client-oriented response to complaints;
- to improve the quality of the services by means of complaint handling and complaint analysis.

### **Article 4: Information prior to performance of an assignment**

1. This complaints procedure has been made public. Prior to entering into an assignment agreement, the lawyer will inform the client about the complaints procedure which applies to the provision of services.
2. Doull’s general terms and conditions includes details of the independent party or body to whom a complaint should be submitted for a binding decision if the parties have been unable to resolve the complaint.

3. Complaints as referred to in Article 1 of this office complaints procedure that have not been resolved after being dealt with in accordance with the office complaints procedure are submitted to the Amsterdam District Court.

### **Article 5: Admissibility**

A complaint will not be considered if it is not submitted within a period of three months after the moment the client became aware of or could reasonably have known of the act or omission that has given rise to the complaint.

### **Article 6: Internal complaint procedure**

1. If a client comes to the office with a complaint, it is passed on to mr. J. Dijkman, lawyer in Amsterdam, who acts as complaints officer.
2. The complaints officer notifies the person who is the subject of the complaint about the filing of the complaint and gives the complainant and the person against whom the complaint has been made an opportunity to explain the complaint.
3. The person about whom the complaint has been made will try to find a solution together with the client, with or without the intervention of the complaints officer.
4. The complaints officer handles the complaint within 4 weeks of receipt of the complaint or informs the complainant of any extension to this period, stating the reasons, and giving the period within which a decision about the complaint will be taken.
5. The complaints officer informs the complainant and the person about whom the complaint is made in writing of the opinion reached on the validity of the complaint, This opinion may or may not be have recommendations attached.
6. If the complaint has been dealt with satisfactorily, the complainant, together with the complaints officer and the person about whom the complaint has been made will together sign the decision taken about the complaint.

### **Article 7: Confidentiality and free handling of complaints**

1. The complaints officer and the person against whom the complaint is made will observe confidentiality in the handling of complaints.
2. The complainant will not have to pay any costs for the handling of the complaint.

### **Article 8: Responsibilities**

1. The complaints officer is responsible for the timely handling of the complaint.
2. The person complained about will keep the complaints officer informed about all contact with the complainant and any possible solution.
3. The complaints officer will keep the complainant informed about the handling of the complaint.
4. The complaints officer is responsible for keeping a written record of the complaint.

#### **Article 9: Registration of complaints**

1. The complaints officer keeps a register of all complaints including details of the matter over which the complaint is made.
2. A complaint can be divided into several matters.
3. The complaints officer periodically reports on the handling of complaints and makes recommendations to prevent any new complaints and to improve procedures.
4. At least once a year, the reports and recommendations will be discussed at the office and presented for decision.