

Complaints Regulation UdinkSchepel Attorneys

Section 1 definitions

In this complaints regulation the following terms will have the following meaning:

- complaint: any expression of dissatisfaction made in writing by or on behalf of the client against the lawyer (*advocaat*) or any persons working under his responsibility regarding the assignment and the execution thereof, the quality of the services rendered or the amount of the invoice submitted. This complaints regulation does not apply to a complaint as referred to in paragraph 4 of the *Advocatenwet*;
- complainer: the client or his representative submitting the complaint;
- complaints officer: the lawyer (*advocaat*) who is responsible for handling the complaint, being L.V. van der Gun LL.M.

Section 2 applicability

1. This complaints regulation applies to every assignment given to UdinkSchepel Attorneys by the client.
2. Every lawyer (*advocaat*) of UdinkSchepel Attorneys takes care that complaints are being handled in accordance with this complaints regulation.

Section 3 objectives

The objectives of this complaints regulation are:

- a. to lay down a procedure to handle client complaints constructively and within a reasonable period of time;
- b. to lay down a procedure to identify causes of client complaints;
- c. to preserve and improve existing relationships by means of a proper handling of complaints;
- d. to train members of staff to react to complaints in a client-friendly manner;
- e. to improve the quality of the services rendered by means of handling and analysis of complaints.

Section 4 information at the start of the provision of services

1. This complaints regulation has been made public. Prior to the start of the assignment, the lawyer (*advocaat*) makes the client aware of the existence of the complaints regulation and of the applicability thereof to the services rendered.
2. The General Conditions, which are applicable to any assignment, refer to the independent authorities to whom the client may address a complaint which, after having been handled, has not been resolved, in order to obtain a binding judgement. UdinkSchepel Attorneys will indicate to the client the existence of such provision upon confirmation of the assignment.
3. Complaints in the meaning of section 1 of this complaints regulation which cannot be resolved through this complaints procedure shall be exclusively submitted to the competent court of The Hague.

Section 5 internal complaints procedure

1. In case the client submits a complaint to UdinkSchepel Advocaten, the complaint will be forwarded to L.V. van der Gun LL.M, who will act as complaints officer.
2. The complaints officer informs the person whom the complaint concerns about the submission of the complaint and requests that person and the complainer to elucidate the complaint.
3. The person whom the complaint concerns will try to resolve the matter in consultation with the complainer, either with or without intervention of the complaints officer.
4. The complaints officer settles the complaint within a period of four weeks from the date on which the complaint was received or informs the complainer of any delay and the grounds for such delay and specifies when an opinion on the complaint will be provided.
5. The complaints officer informs the complainer and the person whom the complaint concerns of the justifiability of the judgement. Recommendations may be attached to the opinion of the complaints officer.
6. In case the complaint has been handled satisfactorily, the complainer, the complaints officer and the person whom the complaint concerns shall sign the judgement.

Section 6 secrecy and free of charge complaints procedure

1. The complaints officer and the person whom the complaint concerns shall observe secrecy during the handling of the complaint.
2. UdinkSchepel Advocaten shall not charge the complainer any cost for the handling of the complaint.

Section 7 responsibilities

1. The complaints officer is responsible for a timely handling of the complaint.
2. The person whom the complaint concerns shall keep the complaints officer informed of any contact with the complainer and any possible resolution (to be) reached.
3. The complaints officer shall keep the complainer informed of the progress of the complaint procedure.
4. The complaints officer shall maintain a file of the complaint.

Section 8 internal complaints registration

1. The complaints officer shall internally register the complaint and the subject thereof.
2. A complaint may be registered under several subjects.
3. The complaints officer periodically reports within UdinkSchepel Advocaten on the handling of complaints and presents recommendations for the prevention of new complaints and for the improvement of the complaints procedure.
4. At least once a year UdinkSchepel Advocaten will discuss the periodic reports and recommendations and present these for decision making.