

Office complaints procedure Juribus advocatuur B.V.

Article 1 Definitions

In this office complaints procedure, the following definitions apply:

- complaint: any written expression of dissatisfaction from or on behalf of the client towards the lawyer about the performance of an assignment, the quality of the services or the amount of the invoice, not being a complaint as referred to in paragraph 4 of the *Advocatenwet*;
- complainant: the client or its representative who expresses a complaint;

Article 2 Scope of application

1. This office complaints procedure applies to every assignment agreement between Juribus advocatuur B.V. and the client.
2. The lawyer is responsible for taking care of complaints in accordance with the office complaints procedure.

Article 3 Purposes

This office complaints procedure aims to:

- a. laying down a procedure for taking care of customer complaints in a constructive manner and within a reasonable period of time;
- b. establishing a procedure to determine the causes of customer complaints;
- c. maintaining and improving existing relationships through proper complaint handling;
- d. training in client-oriented response to complaints;
- e. improving the quality of the service by means of complaint handling and complaint analysis.

Article 4 Information at the start of services

1. This office complaints procedure has been disclosed.
2. Complaints as referred to in Article 1 of this office complaints procedure that have not been resolved after having been taken care of, will be submitted to the competent court.

Article 5 Internal complaints procedure

1. The lawyer will try to find a solution together with the client.
2. The lawyer will take care of the complaint within four weeks of receipt of the complaint or will notify the complainant of any deviation from this period, stating the reasons and the period within which an opinion will be given on the complaint.

Article 6 Confidentiality and free complaint handling

1. The lawyer will observe confidentiality when taking care of complaints.
2. The complainant does not owe any compensation for any costs incurred as a consequence of the complaint.

Article 7 Responsibilities

1. The lawyer is responsible for timely taking care of the complaint.
2. The lawyer maintains a complaint file.

Article 8 Complaint registration

1. The lawyer registers the complaint, including the subject of the complaint.
2. A complaint can be classified into several subject matters.