

## **Complaints procedure Wijsman Advocatuur**

### **Article 1 definitions**

In this complaints procedure the following terms are defined:

- - complaint: every expression of (or on behalf of) the client of not being satisfied about the assignment, the quality of the counsel and/or invoices, not being a complaint as mentioned in article 4 of the Act on Advocates.
- - complainer: the client or his/her representation expressing the complaint.
- - complaints officer: the lawyer that handles the complaint.

### **Article 2 scope**

1. This complaints procedure applies to any assignment agreement between Wijsman Advocatuur and its client(s).
2. Every lawyer working at Wijsman Advocatuur will act according to the complaints procedure of Wijsman Advocatuur.

### **Article 3 goals**

1. Registering the procedure to handle complaints within a reasonable timeframe and in an efficient manner.
2. Registering the causes of the complaint.
3. Preservation and improvement of existing relations / assignment agreements.
4. training employees of Wijsman Advocatuur to handle complaints in an adequate manner.
5. improvement of quality of counsel and service.

### **Article 4 information at the start of the assignment**

1. This complaints procedure is made public. Wijsman Advocatuur informs the client before the assignment agreement that it uses a complaints procedure.
2. Wijsman Advocatuur has mentioned at the start of the assignment which independent party can be addressed in case a complaint is not solved after being handled in this complaints procedure.
3. Complaints not solved, can be brought for the competent court in Amsterdam.

### **Article 5 internal procedure**

1. In case a client informs Wijsman Advocatuur of a complaint, mr. J.W.A. Wijsman will be notified of this and will act as complaints officer.
2. The complaints officer informs the person that is subject of the complaint, allowing him/her to respond.
3. The subject of the complaint and the complainer try to reach a solution, aided by the complaints officer.
4. The complaints officer handles the complaint within 4 weeks after receiving the complaint, or informs the complainer how much more time is needed.
5. The complaints officer informs the complainer and the subject of the complaint on the outcome of the complaints procedure and whether or not the complaint is considered valid.
6. If the complaint is solved, the complainer, the subject of the complaint and the complaints officer the report on the outcome of the complaints procedure.

### **Article 6 confidentiality and costs**

1. The complaints officer and the subject of the complaint will handle all details of the complaint confidential.

2. The complainer is not charged with a fee for the complaints procedure.

#### **Article 7 responsibilities**

1. The complaints officer is responsible for handling the complaint within a reasonable timeframe.
2. The subject of the complaint will inform the complaints officer of the outcome of any solution with the complainer.
3. The complaints officer informs the complainer about the status of the complaint.
4. The complaints officer keeps a record of the complaint procedure.

#### **Article 8 registration**

1. The complaints officer registers the complaint and its subject.
2. A complaint can be divided in separate parts.