

## COMPLAINTS PROCEDURE HJ ADVOCATEN

### 1. Objectives

HJ Advocaten seeks to provide services of the highest quality. However, should you not be satisfied, HJ Advocaten will be happy to resolve any issues quickly. To this end HJ Advocaten has a complaints procedure in place to:

- a. Handle clients' complaints constructively within a reasonable term;
- b. Identify the cause for clients' complaints;
- c. Preserve and improve existing relations;
- d. Train staff in responding to complaints in a client-oriented way;
- e. Enhance the quality of our services by resolving and analysing issues.

### 2. Definitions

- Complaint means: all written statements expressing dissatisfaction of or on behalf of clients to a lawyer or the persons working under that lawyer's responsibility about the conclusion and execution of contracts for services, the quality of services or invoice amounts, not being complaints as referred to in Section 4 of the Counsel Act;
- Applicant means: the clients or their representatives filing a complaint;
- Complaints officer means: the lawyer entrusted with handling the complaint;

### 3. Filing of Complaints

- 3.1. Complaints may be filed in writing or by e-mail only by or on behalf of clients of HJ Advocaten.
- 3.2. Upon receipt complaints will be forwarded to the complaints officer. Subjects of complaints may not act as complaints officer. The complaints officers at HJ Advocaten are Mrs L.A. van Kooten- Hendriks and Mr A.J.A. Jansen.

### 4. Consideration of Complaints

- 4.1. The complaints officer will inform the subject of the complaint and will give the applicant and the subject of the complaint the opportunity to expand on and respond to the complaint.
- 4.2. The subject of the complaint will try to reach a solution together with the applicant, whether or not through the intervention of the complaints officer.
- 4.3. The complaints officer will handle complaints within four weeks of receipt or will inform the applicant of any deviating term.
- 4.4. The complaints officer will inform the applicant and the subject of the complaint in writing whether the complaint is valid, and may issue a recommendation.

### 5. Resolved and Unresolved Complaints

- 5.1. The complaints officer will confirm in writing if a complaint has been resolved satisfactorily
- 5.2. Any unresolved complaints may be submitted to the competent court in accordance with the standard terms and conditions.

### 6. Communication

- 6.1. This complaints procedure has been posted at [www.hjlaw.nl/en](http://www.hjlaw.nl/en).
- 6.2. The complaints officer will keep applicants informed of the current status of their complaint.
- 6.3. The subject of a complaint will notify the complaints officer of any contact and possible solutions.

### 7. Miscellaneous

- 7.1. Applicants do not owe any fees for having their complaints taken under consideration.
- 7.2. This complaints procedure applies to all contracts for services between HJ Advocaten and Clients.

