

## Complaints procedure

### Article 1 – Definitions

In this complaints procedure, the following terms shall have the following meanings:

- *client*: the natural person or legal entity that has entered into an agreement for the provision of legal services with Eekhof Advocatuur;
- *Eekhof Advocatuur*: H.R. Eekhof, acting under the name Eekhof Advocatuur;
- *complaint*: any written expression of dissatisfaction by or on behalf of the client towards the solicitor or persons working under his responsibility regarding the conclusion and performance of a contract for professional services, the quality of the services provided or the amount of the invoice, not being a complaint as referred to in section 4 of the Solicitors Act;
- *complainant*: the client or his representative who lodges a complaint;
- *complaints officer*: the solicitor responsible for handling the complaint.

### Article 2 – Scope of application

1. This complaints procedure applies to every contract for services between Eekhof Advocatuur and the client.
2. Mr H.R. Eekhof is responsible within Eekhof Advocatuur for handling complaints in accordance with this complaints procedure.

### Article 3 – Objectives

The purpose of this complaints procedure is:

- a. to establish a procedure for handling client complaints in a constructive manner within a reasonable period of time;
- b. to establish a procedure for determining the causes of client complaints;
- c. maintaining and improving existing relationships through effective complaint handling;
- d. to train employees in responding to complaints in a client-oriented manner;
- e. improving the quality of service provision with the help of complaint handling and complaint analysis.

### Article 4 – Information at the start of service provision

1. Eekhof Advocatuur informs its clients before or upon entering into the contract for services that the firm has a complaints procedure in place and that this applies to the services provided.

### Article 5 – Complaints officer and complaints procedure

1. If a client approaches Eekhof Advocatuur with a complaint as referred to in Article 1, Mr H.R. Eekhof will first attempt to find a solution to the complaint that is satisfactory to both parties in consultation with the client concerned.
2. If the consultation referred to in paragraph 1 does not lead to a solution, Eekhof Advocatuur will forward the complaint to Mr M. van Zundert, solicitor at Lein Legal in Wijchen, who will act as complaints officer.
3. The complaints officer will give the complainant and the person about whom the complaint has been made the opportunity to explain the complaint.
4. The person against whom the complaint has been made will attempt to reach a solution together with the client, with or without the intervention of the complaints officer.
5. The complaints officer will handle the complaint within four weeks of receiving it, or will notify the complainant of any deviation from this period, stating the reasons and the period within which a decision on the complaint will be given.
6. The complaints officer informs the complainant and the person about whom the complaint was made in writing of the decision on the validity of the complaint, accompanied by recommendations if necessary.

7. If the complaint has been dealt with satisfactorily, the complainant, the complaints officer and the person against whom the complaint was made shall sign the decision on the validity of the complaint for approval.
8. Complaints as referred to in Article 1 of these complaints procedure , which, after being dealt with by the complaints officer, are not or insufficiently resolved in the opinion of the client, will be submitted to the subdistrict court of the District Court of East Brabant, located in 's-Hertogenbosch.

#### **Article 6 – Confidentiality and free complaint handling**

1. The complaints officer and the person about whom the complaint has been made shall observe confidentiality when handling the complaint.
2. The complainant will not be charged for the costs of handling the complaint.

#### **Article 7 – Responsibilities**

1. The complaints officer is responsible for the timely handling of the complaint.
2. The person against whom the complaint has been made shall keep the complaints officer informed of any contact and a possible solution.
3. The complaints officer keeps the complainant informed about the handling of the complaint.
4. The complaints officer keeps the complaint file.

#### **Article 8 Complaint registration**

1. The complaints officer shall register the complaint, including the subject of the complaint.
2. The complaints officer reports periodically on the handling of complaints and makes recommendations to prevent new complaints and to improve procedures.
3. At least once a year, the reports and recommendations are discussed at the office and submitted for decision-making.
4. If applicable, the complaint is also reported to the relevant liability insurer.