

## **Office Complaints Regulation LVH Advocaten**

### **Article 1 Definitions**

For the purposes of this office grievance procedure, the following terms shall have the following meanings:

- *complaint*: any written expression of dissatisfaction by or on behalf of the client(s) with respect to the lawyer or the persons working under his responsibility, concerning the conclusion and performance of a contract for services, the quality of the services and/or the amount of the bill, not being a complaint as referred to in paragraph 4 of the Lawyers Act;
- *Complainant*: the client(s) or their representative who makes a complaint;
- *the firm*: LVH Advocaten;
- *the office complaints procedure*: the present document, being the written representation of the complaints procedure used by the office;
- *the complaints officer*: the lawyer within the firm who is in charge of dealing with the complaint.

### **Article 2 Scope of application**

1. These office complaints regulations apply to every contract for legal services between the firm and its clients.
2. The complaint officer shall ensure that the complaint is handled in accordance with the office grievance procedure.

### **Article 3 Objectives**

The purpose of this office grievance procedure is to:

- a. Establishing a procedure to constructively deal with complaints from complainants within a reasonable period of time;
- b. Establishing a procedure to determine the causes of complaints from complainants;
- c. maintaining and improving existing relationships through proper complaint handling;
- d. training employees in client-centered response to complaints; and
- e. the improvement of service quality through complaint handling and complaint analysis.

### **Article 4 Information at the start of services**

1. These office complaints regulations are made public by placing a link on the website of the office: [www.lvh-advocaten.nl](http://www.lvh-advocaten.nl). The firm shall inform the client(s) before entering into the contract for services that the firm has a complaints procedure and that this is applicable to the services provided.
2. The firm has included, both in the contract of engagement and in the general conditions, to which independent party or authority a complaint that has not been resolved by the firm may be referred for a binding decision.
3. Complaints as referred to in article 1 of these office complaints regulations that have not been resolved after treatment by the office shall be submitted to the court in Rotterdam.

## **Article 5 Internal complaint procedure**

1. If a complainant approaches the office with a complaint, the complaint will be forwarded to Mr P.P.H. Verheijden, who thus acts as the complaints officer. If a complaint is filed against Mr P.P.H. Verheijden, the complaints officer is Mr R.C. Steenhoek.
2. The Complaints Officer shall notify the person complained about of the filing of the complaint and shall give the complainant and the person complained about the opportunity to explain the complaint.
3. The person about whom the complaint has been made will attempt to reach a solution together with the complainant(s), either after or with the intervention of the Complaints Officer.
4. The Complaints Officer will deal with the complaint within four weeks of receipt of the complaint, or will notify the complainant(s) of any deviation from this term, stating the term within which an opinion on the complaint will be given.
5. The Complaints Officer shall notify the complainant(s) and the person complained about in writing of the opinion on the merits of the complaint, whether or not accompanied by recommendations.
6. If the complaint has been settled to the satisfaction of the parties, the complainant(s), the Complaints Officer and the person about whom the complaint was made shall sign the judgment on the merits and settlement of the complaint.

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

1. The Complaints Officer and the person complained about shall observe confidentiality in the handling of complaints.
2. The complainant shall not be liable to pay any compensation for the costs of the amicable handling of the complaint by the office through the office complaints procedure.

## **Article 7 Responsibilities**

1. The Complaint Officer is responsible for the timely resolution of the complaint.
2. The person complained about shall keep the Complaints Officer informed of any contact and possible resolution.
3. The complaint officer shall keep the complainant informed about the handling of the complaint.
4. The complaint officer shall maintain the complaint file.

## **Article 8 Complaint Registration**

1. The complaint officer shall register the complaint along with the complaint subject matter using the complaint registration form.
2. A complaint may be divided into several subjects.
3. The Complaints Officer shall periodically report to the Board of the firm on the handling of complaints and make recommendations for the prevention of new complaints, as well as for the improvement of procedures.
4. At least once a year, reports and recommendations are discussed at the office and presented for decision.

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