



A D V O C A T E N

Office complaints regulation BMDW Advocaten

Article 1 Definitions

In this office complaints procedure, the following definitions apply:

- complaint: every written expression of dissatisfaction by or on behalf of the client towards the lawyer or the persons acting under his responsibility regarding the creation and execution of an agreement of assignment, the quality of the service or the amount of the invoice, not being a complaint as referred to in paragraph 4 of the Advocatenwet;
- complainant: the client or his representative who makes a complaint; and
- complaints officer: the lawyer who is responsible for handling the complaint

Article 2 scope

1. This office complaints procedure applies to every assignment agreement between BMDW Advocaten and the client.
2. Every attorney of BMDW Advocaten is responsible for handling complaints in accordance with the office complaints procedure.

Article 3 objective

This office complaints regulation is intended to:

- a. Establishing a procedure to handle complaints from clients in a constructive manner within a reasonable period of time;
- b. to establish a procedure to determine the causes of complaints from clients;
- c. maintaining and improving existing relationships through good complaint handling;
- d. train employees in client-oriented response to complaints;
- e. improvement of the quality of the services by means of complaint handling and complaint analysis.

Article 4 information at the start of service

1. This office complaints procedure has been made public. Before entering into the contract for services, the lawyer informs the client that the firm is using an office complaints procedure and that this applies to the service provision.
2. Complaints as referred to in article 1 of this office complaints procedure that have not been resolved after treatment can be submitted to the Disputes Committee for the Legal Profession. (Geschillencommissie Advocatuur.)

Article 5 internal complaint procedure

1. If a client approaches the office with a complaint, the complaint will be forwarded to Frans de Weger, who acts as complaints officer.
2. The complaints officer informs the person about whom the complaint has been made of the filing of the complaint and gives the complainant and the person against whom the complaint has been made an opportunity to explain the complaint.
3. The person about whom the complaint is made will try to find a solution together with the client, with or without the intervention of the complaints officer.
4. The complaints officer will handle the complaint within four weeks of receipt of the complaint or will inform the complainant about deviating from this period, stating the reasons for the decision on the complaint.
5. The complaints officer informs the complainant and the person about whom the complaint is made in writing of the opinion on the validity of the complaint, whether or not accompanied by recommendations.
6. If the complaint has been handled satisfactorily, the complainant, the complaints officer and the person who is the subject of the complaint sign the opinion on the validity of the complaint.

Article 6 confidentiality and free complaint handling

1. The complaints officer and the person who is the subject of the complaint will observe confidentiality during the complaint handling.
2. The complainant is not liable 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 who is the subject of the complaint keeps the complaints officer informed of any contact and 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 registers the complaint with the complaint subject..
2. A complaint can be divided into several topics..
3. The complaints officer periodically reports on the handling of the complaints and makes recommendations to prevent new complaints and to improve procedures.
4. The reports and recommendations at the office are discussed at least once a year and submitted for decision-making.