

Complaints Procedure VanToorn legal

Article 1 Definitions

In this office complaints procedure, the following terms are understood to mean:

- complaint: any written expression of dissatisfaction by or on behalf of the client towards the lawyer or the persons working under his responsibility regarding the formation and execution of a contract of assignment, the quality of the service or the amount of the invoice, not being a complaint as referred to in section 4 of the Dutch Attorneys Act;
- complainant: the client or his representative who makes a complaint known;
- complaints officer: the lawyer who is charged with handling the complaint;

Article 2 Scope

2. 1. This office complaints procedure applies to every contract of assignment between Van Toorn legal and the client.
- 2.2. Van Toorn legal ensures that complaints are handled in accordance with the office complaints procedure.

Article 3 Objectives

The purpose of this office complaints procedure is:

- a. to record a procedure to handle client complaints within a reasonable period of time in a constructive manner;
- b. to record a procedure to determine the causes of client complaints;
- c. maintaining and improving existing relationships through good complaint handling;
- d. training employees to respond to complaints in a client-oriented manner;
- e. improving the quality of the service provision through complaint handling and complaint analysis.

Article 4 information at the start of the service provision

- 4.1. This office complaints procedure has been made public. Before entering into the contract of assignment, the lawyer will inform the client that the office has an office complaints procedure and that this applies to the service provision.
- 4.2. Van Toorn legal has included in its general terms and conditions to which independent party or body a complaint that has not been resolved after handling can be submitted in order to obtain a binding decision and refers to the general terms and conditions in its order confirmation.
- 4.3. Complaints as referred to in article 1 of this office complaints procedure that have not been resolved after handling will be submitted to the court.

Article 5 internal complaints procedure

- 5.1. If a client approaches the office with a complaint, the complaint will be forwarded to Ms. A. van Toorn, who will act as complaints officer.
- 5.2. The complaints officer will inform the person against whom the complaint has been made that the complaint has been filed and will give the complainant and the person against whom the complaint has been made the opportunity to provide an explanation of the complaint.
- 5.3. The person against whom the complaint has been made will attempt to find a solution together with the client, with or without the intervention of the complaints officer.
- 5.4. The complaints officer will handle the complaint within four weeks of receipt of the complaint or will inform the complainant of any deviation from this term, stating reasons and stating the term within which a decision will be made on the complaint.
- 5.5. The complaints officer will inform the complainant and the person against whom the complaint has been made in writing of the decision on the validity of the complaint, with or without recommendations.
- 5.6. If the complaint has been handled satisfactorily, the complainant, the complaints officer and the person against whom the complaint has been made will sign the decision on the validity of the complaint.

Article 6 confidentiality and free complaint handling

- 6.1. The complaints officer and the person against whom the complaint has been made shall observe confidentiality during the complaint handling.
- 6.2. The complainant shall not be liable for any compensation for the costs of handling the complaint.

Article 7 responsibilities

- 7.1. The complaints officer shall be responsible for the timely handling of the complaint.
- 7.2. The person against whom the complaint has been made shall keep the complaints officer informed of any contact and a possible solution.
- 7.3. The complaints officer shall keep the complainant informed of the handling of the complaint.
- 7.4. The complaints officer shall maintain the complaint file.

Article 8 complaint registration

- 8.1. The complaints officer shall register the complaint, including the subject of the complaint.