

## **Juribus advocatuur B.V. office complaints procedure**

### Article 1 Definitions

In this office complaints procedure, the following definitions apply:

- Complaint: any written expression of dissatisfaction by or on behalf of the client towards the lawyer regarding the formation and performance of a contract for services, the quality of the services, or the amount of the invoice, not being a complaint as referred to in Section 4 of the Dutch Lawyers Act;
- Complainant: the client or its representative who submits a complaint.

### Article 2 Scope

1. This office complaints procedure applies to every assignment agreement between Juribus advocatuur B.V. and the client.
2. The lawyer is responsible for handling complaints in accordance with this office complaints procedure.

### Article 3 Objectives

The objectives of this office complaints procedure are:

- a) to establish a procedure for handling client complaints constructively within a reasonable period of time;
- b) establishing a procedure for determining the causes of client complaints;
- c) maintaining and improving existing relationships through effective complaint handling;
- d) training in client-focused complaint responses;
- e) improving the quality of service through complaint handling and complaint analysis.

### Article 4: Information at the Start of Service

1. This office complaints procedure has been made public.
2. Complaints as referred to in Article 1 of this office complaints procedure that remain unresolved after handling will be submitted to the court.

### Article 5: Complaints Procedure

1. If a client approaches the office with a complaint, the complaint will be forwarded to Mr. P. Josephus Jitta van Buren Legal, who will act as complaints officer.
2. The complaints officer will inform the person against whom the complaint has been filed of the complaint and will give the complainant and the person against whom the complaint has been filed the opportunity to provide an explanation of the complaint.
3. The lawyer will attempt to reach 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 or will notify the complainant, stating the reasons for any deviation from this period, and specifying the period within which a decision on the complaint will be made.
5. The complaints officer will inform the complainant and the person against whom the complaint is made in writing of the decision on the merits of the complaint, with or without recommendations.
6. If the complaint has been resolved satisfactorily, the complainant, the complaints officer, and the person against whom the complaint is made will sign the decision on the merits of the complaint.

### Article 6 Confidentiality and free complaint handling

1. The complaints officer and the person against whom the complaint is made will maintain confidentiality during the handling of the complaint.
2. The complainant is not liable for any costs incurred in handling the complaint.

#### Article 7 Responsibilities

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

#### Article 8 Complaint registration

1. The complaints officer will register the complaint, including the subject matter.
2. A complaint can be classified into multiple subjects.