

Office complaints procedure FvKG Advocaten 2021

Definition of terms

1. This office complaints procedure for Franken|vanKampen|Groenhuijsen Advocaten (hereinafter to be referred to as: 'FvKG') defines the terms used as follows:

- a) *complaint*: every written expression of dissatisfaction from or on behalf of the client with the lawyer or persons working under the latter's responsibility concerning the formation and execution of an assignment agreement, the quality of service or the sum of an expense claim, not being a complaint within the meaning of Paragraph 4 of the Counsel Act (*Advocatenwet*);
- b) *complainant*: the client or their representative making a complaint;
- c) *complaints officer*: the lawyer charged with handling the complaint.

Applicability

2. This office complaints procedure is applicable to every letter of engagement between FvKG and the client. Every lawyer at FvKG will handle complaints in accordance with the office complaints procedure.

Objectives

3. This office complaints procedure aims to:
- a) lay down a procedure for constructively resolving complaints from clients within a reasonable timeframe;
 - b) lay down a procedure for determining the causes of client complaints;
 - c) retain and improve existing contacts by means of good complaint handling;
 - d) train staff to have a client-oriented response to complaints;
 - e) improve the quality of service using complaint handling and analysis.

Information upon provision of service

4. This office complaints procedure is published on the FvKG website:

(www.FvKG.nl). Prior to concluding a letter of engagement, the lawyer will draw the client's attention to the fact that the office has an office complaints procedure and that this procedure is applicable to the services.

5. FvKG has included in its general terms and conditions that a complaint unresolved after handling can be submitted to the civil court in Amsterdam to obtain a binding judgment.

Internal complaints procedure

6. If a client approaches FvKG with a complaint, the latter will be forwarded to Joost Groenhuijsen, who acts as the complaints officer. If the complaint pertains to the latter, it will be forwarded to Stijn Franken, who will then act as the deputy complaints officer.

7. The complaints officer will notify the person the complaint pertains to after the complaint has been submitted and will give both the complainant and the person who was complained about the opportunity to provide an explanation with regard to the complaint.

8. The person who has been complained about will endeavour to arrive at a solution together with the complainant, with or without intervention from the complaints officer as the case may be.

9. The complaints officer will resolve the complaint within four weeks of receiving the complaint or will inform the complainant, stating reasons, of a deviation from this period, stating the period within which an opinion will be given on the complaint.

10. The complaints officer will inform the complainant and the person complained about in writing of the opinion on the merits of the complaint, whether or not accompanied by recommendations.

11. If the complaint has been resolved in a satisfactory manner, the complainant, the complaints officer and the person who was complained about will sign the opinion on the merits of the complaint.

Confidentiality and complaint handling free of charge

12. The complaints officer and the person who was complained about will maintain confidentiality concerning the complaints procedure.

13. The complainant will not have to pay for the costs of the complaints procedure.

Responsibilities

14. The complaints officer will keep a complaint file, is responsible for the timely handling of complaints and will keep the complainant informed of progress in handling the complaint.

15. The person who was complained about will keep the complaints officer informed of any contact and of a possible resolution.

Complaint registration

16. The complaints officer will keep a record of the complaint, stating the subject of the complaint. A complaint can be classified in several categories.

17. The complaints officer will report periodically to FvKG concerning complaint handling and will make recommendations to prevent new complaints and to improve the procedures.

18. The reports and recommendations will – in as far as applicable – be discussed at least once a year by FvKG and will be submitted for decision making.

Amsterdam, 1 January 2021