



## **COMPLAINTS PROCEDURE STUDIO B**

### **Article 1: Definitions**

The following definitions apply in this complaints procedure:

- a) complaint: any written expression of dissatisfaction on the part of or on behalf of the client towards the attorney or the persons working under his/her responsibility regarding the conclusion and execution of an assignment agreement, the quality of the service or the amount of the invoice, not being a complaint as referred to in paragraph 4 of the Attorneys Act (Advocatenwet);
- b) complainant: the client or his/her representative who makes a complaint known;
- c) complaints officer: the attorney who is charged with handling the complaint.

### **Article 2: scope**

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

### **Article 3: purposes**

The purpose of this complaints procedure is:

- a) establishing a procedure to deal with complaints from clients in a constructive manner within a reasonable period of time;
- b) establishing a procedure to determine the causes of client complaints;
- c) maintaining and improving existing relationships through proper complaint handling;
- d) train employees in responding to complaints in a client-oriented manner; and
- e) improving the quality of services through complaint handling and complaint analysis.

### **Article 4: information at the start of services**

1. This complaints procedure has been made public on the Studio B website. Before entering into the assignment agreement, the attorney informs the client that Studio B uses a complaints procedure and that it applies to the provision of the services.
2. Complaints as referred to in Article 1 of this complaints procedure that have not been resolved after treatment can be submitted by the complainant to the competent court.

### **Article 5: internal complaints procedure**

1. If a client approaches Studio B with a complaint, the complaint will be forwarded to Mr. J. Hagers, who therefore acts as a complaints officer.
2. The complaints officer informs the person who is the subject of the complaint about the complaint submitted and gives the complainant and the person who is the subject of the complaint the opportunity to explain the complaint.
3. The person who is the subject of the complaint attempts to find a solution together with the client, whether or not after the complaints officer intervenes.
4. The complaints officer will deal with the complaint within four weeks of receiving the complaint or will inform the complainant of any deviation from this period, stating the reasons, and stating the period within which a decision will be made about the complaint.
5. The complaints officer informs the complainant and the person complained about in writing of the decision on the merits of the complaint, whether or not accompanied by recommendations.
6. If the complaint has been settled satisfactorily, the complainant, the complaints officer and the person who is the subject of the complaint will confirm in writing the decision on the merits 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 when handling complaints.
2. The complainant is not liable for any compensation of the costs of handling the complaint.

### **Article 7: Responsibilities**

1. The complaints officer is responsible for timely handling any complaints.
2. The person who is the subject of the complaint will keep the complaints officer informed about any contact and a possible solution.
3. The complaints officer will keep the complainant informed of the handling of the complaint.
4. The complaints officer keeps the complaints file up to date.

### **Article 8. Complaints registration**

1. The complaints officer registers the complaint, specifying the subject of the complaint.
2. A complaint may be divided into several subjects.
3. The complaints officer periodically reports on the handling of the complaints and makes recommendations to prevent new complaints and to improve procedures.
4. At least once a year, the reports and recommendations are discussed at Studio B and submitted for decision-making.