



## **Office complaints procedure Brandeis**

### **Article 1 - definitions**

In this office complaints regulation, the following terms have the following meanings:

- *Complaint*: any written expression of dissatisfaction by or on behalf of the client vis-à-vis the lawyer or the persons working under his responsibility with regard to the conclusion and performance of a contract for services, the quality of the services or the amount of the bill, not being a complaint as referred to in paragraph 4 of the Lawyers Act;
- *Complainant*: the client or his representative who makes a complaint;
- *Complaints Officer*: the lawyer in charge of handling the complaint.

### **Article 2 - scope of application**

1. This office complaints regulation is applicable to every contract of assignment between Bureau Brandeis and a client.
2. Every lawyer of the Brandeis agency is responsible for handling complaints in accordance with the office complaints procedure.

### **Article 3 - objectives**

The purpose of this office complaints procedure is:

- a) Establishing a procedure to constructively deal with client complaints within a reasonable time;
- b) Establishing a procedure to determine the causes of client complaints;
- c) maintaining and improving existing relationships through good complaint handling;
- d) training staff in client-focused complaint handling;
- e) improving the quality of service by means of complaint management and complaint analysis.

### **Article 4 - information upon request for services**

1. This office complaints procedure has been made public. Prior to entering into the contract for services, the lawyer will point out to the client that the office has a complaints procedure and that this is applicable to the services provided.
2. In the contract of engagement, bureau Brandeis, with reference to the office website, has stated to which independent party or authority a complaint that has not been resolved after treatment may be submitted in order to obtain a binding ruling.

### **Article 5 - Arbitration if the parties cannot reach an agreement**

1. Complaints as referred to in Article 1 of these Rules of Procedure for Office Complaints that have not been resolved after treatment shall be submitted exclusively to arbitration, with one arbitrator in accordance with the NAI Rules, and the place of arbitration shall be Amsterdam. Merging the arbitration with another arbitration, as provided in art. 1046 Rechtsvordering and art. 39 of the NAI Rules, is excluded.

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## **Article 6 - Internal complaint**

1. If a client approaches the office with a complaint, this complaint will be forwarded to the most experienced partner of the Brandeis office, who is not involved in the case or the dispute, and who therefore acts as a complaints officer.
2. The complaints officer shall notify the person complained about of the filing of the complaint and give the complainant and the person complained about the opportunity to explain the complaint.
3. The person about whom a complaint has been made will try to find a solution together with the client, whether or not after intervention by the complaints officer.
4. The Complaints Officer will deal with the complaint within four weeks of receiving it, or will notify the complainant of any deviation from this term and state the term within which an opinion on the complaint will be given.
5. The Complaints Officer will notify the complainant and the person complained about in writing of the opinion on the merits of the complaint, whether or not accompanied by recommendations.
6. If the complaint has been dealt with satisfactorily, the complainant, the complaints officer and the person complained about shall sign the judgement on the merits of the complaint.

## **Article 7 - confidentiality and free complaint handling**

1. The complaints officer and the person complained about shall maintain confidentiality during the handling of the complaint.
2. The complainant shall not be liable for payment of the costs of handling the complaint.

## **Article 8 - responsibilities**

1. The complaints officer is responsible for dealing with the complaint in a timely manner.
2. The person complained about keeps the complaints officer informed about any contact and a possible solution.
3. The complaints officer keeps the complainant informed about the handling of the complaint.
4. The complaints officer keeps the complaint file up to date.

## **Article 9 - registration of complaints**

1. The complaints officer registers the complaint and the subject of the complaint.
2. A complaint can be classified into several subjects
3. The Complaints Officer shall report periodically on the handling of complaints and shall make recommendations for the prevention of new complaints and for the improvement of procedures.
4. At least once a year, the reports and recommendations are discussed and presented for decision.