

OFFICE COMPLAINTS REGULATION VOÛTE ARBEIDSRECHT

Article 1 Definitions

In this office complaints regulation it is understood to mean:

complaint: any written expression of dissatisfaction by or on behalf of the client towards the attorney at law or the persons working under his responsibility regarding the formation and execution of an assignment agreement, the quality of the services or the amount of the invoice, not being a complaint as referred to in Section 4 of the Attorneys at Law Act;

complainant: the client or his representative who makes a complaint known;

complaints officer: the attorney at law charged with handling the complaint.

Article 2 Scope of application

The office complaints regulation applies to any contract of assignment between Voûte arbeidsrecht and the client;

Voûte arbeidsrecht is responsible for handling complaints in accordance with this office complaints regulation.

Article 3 Objectives

The purpose of this office complaint regulation is:

- a. the establishment of a procedure to deal constructively with client complaints within a reasonable period of time;
- b. the establishment of a procedure to determine the causes of complaints of clients;
- c. maintaining and improving existing relationships by means of good complaints handling;
- d. to train employees to respond to complaints in a client-focused way;
- e. improving the quality of service by means of complaint handling and complaint analysis.

Article 4 Information at the start of service provision

1. This office complaint regulation has been made public. Before entering into an assignment agreement, the attorney at law will inform the client that the firm has an office complaints procedure and that this procedure applies to the provision of services.
2. Complaints as referred to in article 1 of this office complaints regulation that have not been resolved after they have been dealt with may be submitted to the competent court.

Article 5 Internal complaint procedure

1. If a client approaches Voûte arbeidsrecht with a complaint, the complaint will be forwarded to J.W. Voûte-Zevenbergen, who will thus act as complaints officer.
2. The complaints officer shall inform the person about whom the complaint has been lodged of the filing of the complaint and shall give the complainant and the person about whom the complaint has been lodged the opportunity to give an explanation of the complaint.
3. The person who has been complained about will try to reach a solution together with the client, whether or not after intervention of the complaints officer.
4. The complaints officer will deal with the complaint within four weeks after receipt of the complaint or will notify the complainant of any deviation from this term, stating the term within which an opinion on the complaint will be given.
5. The complaints officer shall inform the complainant and the person who is the subject of the complaint 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 decision on the merits of the complaint.

Article 6 Confidentiality and free handling of complaints

1. The complaints officer and the person complained about shall observe confidentiality in the handling of complaints.
2. The complainant shall not owe any compensation for the costs of handling the complaint.

Article 7 Responsibilities

1. The complaints officer is responsible for the timely handling of the complaint.
2. The person who is complained about keeps the complaints officer informed about possible 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 keep the complaint file up to date.

Article 8 Complaint registration

1. The complaints officer registers the complaint together with the subject of the complaint.
2. A complaint can be divided into several subjects.

Office Complaints Regulation Voûte arbeidsrecht dated 1 January 2020