

## **Office Complaints Procedure of Ronald Verdaas legal services**

### **Article 1: Definitions**

1. The following definitions shall apply in this office complaints procedure:

**complaint:**

any written expression of dissatisfaction from or on behalf of the client vis-à-vis Ronald Verdaas about the conclusion or the performance of an engagement agreement, the quality of the services rendered or the amount of an invoice, excluding a complaint as laid down in paragraph 4 of the Dutch Law on Advocates;

**complainant:**

the client or his representative who files the complaint.

### **Article 2: Scope of application**

1. This office complaints procedure applies to any engagement agreement between Ronald Verdaas legal services and the client.
2. Ronald Verdaas ensures that complaints will be dealt with pursuant to this Office Complaints Procedure of Ronald Verdaas legal services.

### **Article 3: Objectives**

1. This Office Complaints Procedure of Ronald Verdaas legal services has the following objectives:
  - a. to lay down a procedure in order to constructively resolve complaints of clients within a reasonable period of time.
  - b. to lay down a procedure in order to establish the causes of complaints from clients;
  - c. to maintain and to improve relations with clients via a proper handling of complaints; and
  - d. to improve the quality of the services rendered.

### **Article 4: complaint procedure**

1. Ronald Verdaas gives the complainant the opportunity to give an oral or written explanation of his complaint.
2. Ronald Verdaas will try and resolve the complaint together with the complainant.
3. Ronald Verdaas will give his consideration in writing on the merits of the complaint within four weeks upon receipt of the complaint to the complainant, and offers to the complainant to explain his consideration.
4. Notwithstanding the provisions in the preceding paragraph, can the term be extended as to when a consideration on the merits of the complaint shall be given, by notifying the complainant with an explanation of the reason(s) of the extension of the term and the duration of the extended term.
5. If the complaint has been satisfactorily resolved, then the complainant and Ronald Verdaas sign the consideration on the merits of the complaint.
6. If a dispute arises in spite of the Office complaints procedure of Ronald Verdaas legal services or in case the Office complaints procedure does not result in a solution of a dispute, then the competent court in Utrecht is exclusively competent to hear this.

### **Article 5: secrecy and free complaint handling**

1. Ronald Verdaas shall observe secrecy in handling the complaint.
2. The complainant does not have to pay any compensation for the handling of the complaint.

**Article 6: responsibilities**

1. Ronald Verdaas is responsible for handling the complaint in time.
2. The person against whom the complaint has been filed shall keep the complaints officer informed about any contact with the complainant as regards a potential solution.
3. Ronald Verdaas shall keep the complainant informed about the handling of the complaint.
4. Ronald Verdaas shall keep a file of the complaint.

**Article 7: complaint registration**

1. Ronald Verdaas will register the complaint whilst specifying the subject or subjects of the complaint.

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