



JNRE LEGAL

OFFICE COMPLAINTS SCHEME

Article 1 Definitions

- 1.1 In this office complaint scheme the following definitions apply:
- a. *complaint*: any written expression of dissatisfaction by or on behalf of the client towards the lawyer or the persons working under his responsibility about the conclusion and execution of an agreement for services, the quality of the services or the amount of the fee, not being a complaint as meant in paragraph 4 of the Lawyers Act (*Advocatenwet*);
 - b. *complainant*: the client or his representative who makes a complaint known.

Article 2 Scope of application

- 2.1 This office complaints scheme shall apply to any services agreement between JNRE Legal and the client.
- 2.2 Mr. J. Nijmeijer will handle complaints in accordance with the office complaints procedure.

Article 3 Objectives

- 3.1 The objectives of this office complaints scheme are:
- a. to establish a procedure to deal with client complaints in a constructive manner within a reasonable period of time;
 - b. to establish a procedure to determine the causes of client complaints;
 - c. maintaining and improving existing relationships through proper complaint handling;
 - d. improving the quality of service through complaint handling and complaint analysis.

Article 4 Information at commencement of the services

- 4.1 This office complaints scheme has been made public. JNRE Legal shall draw the client's attention to the fact that JNRE Legal has an office complaints scheme applicable to the provision of services prior to the conclusion of the services agreement.
- 4.2 JNRE Legal has included via the general terms and conditions the independent party or body to which a complaint that is not resolved after treatment may be submitted for a binding decision and made this known at the time of the confirmation of the engagement.
- 4.3 Complaints that are not resolved after treatment will be submitted to the court.

Article 5 Internal complains procedure

- 5.1 If a client approaches JNRE Legal with a complaint, JNRE Legal shall give the complainant the opportunity to explain the complaint and JNRE Legal shall endeavour to reach a solution together with the client.
- 5.2 JNRE Legal shall deal with the complaint within four weeks of receipt of the complaint or shall notify the complainant of any deviation from this deadline, giving reasons, stating the period within which JNRE Legal will render an opinion on the complaint.
- 5.3 JNRE Legal shall notify the complainant and the person complained about in writing of its opinion on the merits of the complaint, whether or not accompanied by recommendations.
- 5.4 If the complaint is settled satisfactorily, the complainant and JNRE Legal shall sign the judgment on the merits of the complaint.

Article 6 Confidentiality and free complaint handling

- 6.1 JNRE Legal (and therefore Mr. J. Nijmeijer) shall observe confidentiality in handling complaints.
- 6.2 The complainant shall not owe any compensation for the costs of handling the complaint.

Article 7 Responsibilities

- 7.1 JNRE Legal shall be responsible for the timely handling of the complaint.
- 7.2 The person complained about shall keep JNRE Legal informed of any contact and possible resolution.
- 7.3 JNRE Legal shall keep the complainant informed about the handling of the complaint.
- 7.4 JNRE Legal shall maintain the complaint file.

Article 8 Complaints registration

- 8.1 JNRE Legal shall register the complaint along with the complaint subject.
- 8.2 A complaint may be divided into several topics.
- 8.3 If applicable, JNRE Legal shall also report the complaint to the relevant liability insurer.