

Complaints Procedure SSHJ Advocaten

(in conformity with Clause 6.28 of the *Verordening op de advocatuur* (Regulation on the Legal Profession))

Article 1. *Definitions*

In this complaints procedure the following terms shall mean:

- complaint: any written communication expressing dissatisfaction by or on behalf of the client towards the lawyer or any person(s) working under his responsibility regarding the realization and the performance of an agreement for services, the quality of the services provided, the amount of fees invoiced, not being a complaint within the meaning of Paragraph 4 of the Counsel Act;
- complainant: the client or the representative who communicates the complaint on the client's behalf;
- complaints officer: the lawyer responsible for the settlement of a complaint.

Article 2. *Scope of application*

1. This complaints procedure is applicable to any agreement for services between SSHJ Advocaten and the client.
2. Every lawyer at SSHJ Advocaten ensures that the settlement of a complaint will take place according to this complaints procedure.

Article 3. *Objectives*

The objectives of this complaints procedure are:

- a. to set out a procedure to settle clients' complaints in a constructive manner within a reasonable time frame;
- b. to set out a procedure to identify the causes of clients' complaints;
- c. preservation and improvement of existing relationships through a proper settlement of complaints;
- d. to coach employees to respond to complaints in a client-oriented manner;
- e. to improve the quality of service by means of the settlement and analysis of complaints.

Article 4. *Information at the commencement of services*

1. This complaints procedure has been made public and is attached to the general terms and conditions of SSHJ Advocaten. Before entering into an agreement for services, the lawyer will inform the client regarding the complaint procedure and that this procedure is applicable to the services.
2. SSHJ Advocaten has included in its general terms and conditions that if a complaint could not be resolved through settlement it can be referred to the District Court in Amsterdam for a binding decision and has informed the client hereof in the engagement letter.

Article 5. Internal complaints procedure

1. If a client informs SSHJ Advocaten of a complaint, this complaint will be referred to Camilo Schutte (c.schutte@sshj.eu), who will act as complaints officer, unless the complaint concerns him, in which case Alexandra Schluiep (a.schluiep@sshj.eu) will act as complaint officer.
2. The complaints officer will inform the person whom the complaint regards that a complaint has been submitted and will give both this person and the complainant the opportunity to comment on the complaint.
3. The person whom the complaint regards will, together with the client, seek a solution, either with or without intermediation by the complaints officer.
4. The complaints officer will settle the complaint within four weeks after receipt of the complaint or will inform the complainant of any deviation from this term, stating the reason for the deviation and the new time frame for his or her assessment of the complaint.
5. The complaints officer will inform the complainant and the person whom the complaint regards in writing of his assessment regarding the merits of the complaint, either with or without recommendations.

Article 5. Confidentiality and free settlement of complaint

1. The complaints officer and the person whom the complaint regards will observe confidentiality when settling the complaint.
2. The complainant is under no obligation to reimburse the costs of the settlement of a complaint.

Article 7. Responsibilities

1. The complaints officer is responsible for the timely settlement of a complaint.
2. The person whom the complaint concerns will inform the complaints officer regarding any potential contact and a possible solution.
3. The complaints officer will inform the complainant regarding the settlement of the complaint.
4. The complaints officer will keep a file of the complaint.

Artikel 8. Registration of complaints

1. The complaints officer will register the complaint including the subject of the complaint.
2. A complaint can be divided in multiple subjects.
3. The complaints officer will periodically report regarding the settlement of complaints and will make recommendations concerning the prevention of new complaints as well as to improve procedures.
4. At least once a year the reports and recommendations will be discussed internally and subjected to decision making.

Amsterdam, April 2019