



Complaints procedure Booij Bickers B.V.

Booij Bickers B.V. attaches great importance to the quality of the practice. We do everything we can to provide our clients with the best possible service. Nevertheless, it is possible that a client has a complaint about a lawyer, one of our employees or our practice. This complaint will be handled according to the following procedure.

1. Terminology

Office complaints procedure:

The present document, which describes the procedure for handling complaints.

Complaint:

Any written expression of dissatisfaction from or on behalf of the client towards the lawyer or the persons working under his responsibility about the formation and performance of an assignment agreement, the quality of the service or the amount of the invoice, not being a complaint as referred to in paragraph 4 of the Lawyers Act.

Complainant:

The client or his representative who makes a complaint known.

Complaints officer:

A partner of the office who handles the complaint handling. This is always different from the person against whom the complaint is directed.

Complaint procedure:

The products supplied by Booij Bickers B.V. procedure used with regard to the handling of complaints.

Disputes Committee for the Legal Profession:

The Disputes Committee handles complaints from entrepreneurs against their own lawyer and handles complaints from lawyers against their clients, such as dissatisfaction with the quality of the service and complaints about the amount of the bill. If the compensation is higher than € 10,000, the Disputes Committee can only handle the dispute if the claim to higher compensation than € 10,000 is expressly waived.

2. Application range

1. This office complaints procedure applies to every assignment agreement between Booij Bickers B.V. and the client.
2. Every lawyer of Booij Bickers B.V. handles complaints in accordance with this office complaints procedure.

3. Objectives

This office complaints procedure aims to:

1. Establishing a procedure for handling complaints from clients in a constructive manner within a reasonable period of time.
2. Establishing a procedure to determine the causes of complaints from clients.
3. Maintaining and improving existing relationships through proper complaints handling.
4. Train employees to respond specifically to complaints.



5. Improving the quality of the service through complaint handling and complaint analysis.

4. Information at the start of services

1. Boij Bickers B.V. informs the client before entering into the contract of services that the office has an office complaints procedure.
2. Boij Bickers B.V. informs the client before entering into the assignment agreement that unresolvable complaints can be submitted to the Disputes Committee for the Legal Profession in order to obtain a binding decision (see sub 26 in the General Terms and Conditions of Boij Bickers B.V.).
3. The Regulations for the Disputes Committee for the Legal Profession are available on the website of the Disputes Committee for the Legal Profession or can be requested from the secretariat of the Disputes Committee at the following address PO Box 90600, 2509 LP The Hague.

5. Internal complaints procedure

1. When the client has approached the lawyer who is the subject of the complaint in writing, the lawyer involved will try to find a solution together with the client.
2. If the client does not reach a satisfactory solution with the lawyer involved, the complaint will be submitted to the complaints officer of Boij Bickers B.V.
3. If Boij Bickers B.V. and the client cannot reach a mutual agreement, the dispute will be submitted to the Disputes Committee for the Legal Profession.
4. The lawyer involved or the complaints officer, respectively, is responsible for proper treatment, with due observance of this office complaints procedure.
5. The lawyer involved or the complaints officer, respectively, handles the complaint within four weeks of receipt of the complaint or informs the complainant of any deviation from this period, stating the reasons, stating the period within which an opinion will be given on the complaint.
6. Confidentiality must be guaranteed under all circumstances.
7. The complainant does not owe any compensation for the costs of the internal handling of the complaint.
8. If the complaint has been dealt with satisfactorily, the complainant, the complaints officer and the person against whom the complaint has been made will sign the verdict on the merits of the complaint.

6. Registration

1. The complaints officer registers and classifies the complaint.
2. A distinction is made according to the nature of the complaint according to the following categories:
 - a. Complaints about the lawyer's working method.
 - b. Complaints about legal aspects of the service.
 - c. Complaints about financial aspects of the service.
 - d. Complaints about the practice in general.
3. A complaint can be divided into several categories.

7. Responsibilities

1. The complaints officer is responsible for the timely handling of the complaint.
2. The person against whom the complaint has been made will keep the complaints officer informed about any contact and a possible solution.
3. The complaints officer will keep the complainant informed about the handling of the complaint.



4. The complaints officer keeps the complaint file up to date.

8. Analysis of the complaints

1. The complaints officer periodically reports on the handling of complaints and makes recommendations to prevent new complaints, as well as to improve procedures.
2. At least once a year, the reports and recommendations are discussed at the office and submitted for decision-making.

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