

**1. Definitions and scope of application**

**1.1** In this complaints procedure the following words shall have the meanings assigned to them below:

**complaint:** any written expression of dissatisfaction of or on behalf of a client directed at a lawyer or persons for whom such lawyer is responsible regarding the acceptance or performance of the contract of assignment between the client and IDLegal, the quality of the services rendered or the amount of the invoice, except for a complaint as referred to in section 4 of the Dutch Regulated Lawyers Act ("Advocatenwet").

**complainant:** the client or the client's representative who makes a complaint.

**complaints officer:** the lawyer designated to handle complaints.

**complaint registration form:** a form which is to be used by the complaints officer for the registration of complaints.

**1.2** This complaints procedure applies to any assignment between IDLegal and the client.

**1.3** The lawyer ensures that a complaint is handled in accordance with this complaints procedure.

**2. Purpose**

The purpose of this complaints procedure is:

- (a)** to establish a procedure to deal with a complaint within a reasonable period of time and in a constructive manner;
- (b)** to establish a procedure for determining the causes of complaints;
- (c)** to maintain and improve existing client relationships by dealing with complaints properly;
- (d)** if applicable, to train employees in client orientated complaints handling;
- (e)** to improve the quality of the services through proper complaints handling and analysis.

**3. Information at the start of client relationship**

**3.1** This complaints procedure has been published on the website of IDLegal ([www.idlegal.nl](http://www.idlegal.nl)). Prior to the entering into of an assignment the lawyer informs the client of the existence of the complaints procedure and its applicability to the assignment.

**3.2** IDLegal has included in its general terms and conditions at which independent party or institution a complaint that has not been resolved after it was handled, can be submitted in order to obtain a binding decision and has informed the client hereof upon confirmation of the assignment.

**3.3** Complaints as defined in article 1 of this complaint procedure that cannot be resolved after being handled, can be submitted in first instance to the exclusive jurisdiction of the competent court in The Hague, the Netherlands.

**4. The internal complaints procedure**

**4.1** If a client makes a complaint against IDLegal, the complaint will be forwarded to the complaints officer.

**4.2** Pursuant to article 6.28 of the Legal Profession Bye-Law ("Verordening op de advocaatuur") a lawyer who practices independently may not be charged with handling complaints from clients about his own practice. In such cases, an external lawyer is to be appointed as complaints officer. For this reason, IDLegal has appointed an external lawyer as complaints officer, namely Mrs Jorieke van Strijen (of Habraken Rutten). IDLegal shall forward any complaint to her.

**4.3** The complaints officer notifies the person against whom the complaint is made of the filing of a complaint and gives both the complainant and the person against whom the complaint is made the opportunity to comment on the complaint.

**4.4** The person against whom the complaint is made shall try to resolve the complaint with the client, with or without the intermediary of the complaints officer.

**4.5** The complaints officer shall handle the complaint within 4 weeks of receipt of the complaint or informs the complainant by giving reasons that a longer period for the handling of the complaint is needed to give an opinion about the complaint.

**4.6** The complaints officer shall inform both the complainant and the person against whom the complaint is made in writing of the opinion about the merits of the complaint; this may or may not include recommendations.

**4.7** If the complaint has been handled satisfactorily, the complainant, the complaints officer and the person against whom the complaint is made shall sign the opinion on the merits of the complaint.

**4.8** If the complaint cannot be handled satisfactorily, the client or IDLegal may submit the complaint to the competent court in The Hague, the Netherlands in accordance with article 12 of the General Terms and Conditions of IDLegal.

## **5. Confidentiality and free complaints handling**

**5.1** The complaints officer and the person against whom the complaint is made shall observe confidentiality in handling the complaint.

**5.2** The complainant shall not be charged for the costs of handling the complaint.

## **6. Responsibilities**

**6.1** The complaints officer is responsible for the handling of the complaint in a timely manner.

**6.2** The complaints officer is responsible for the completion in full of the complaint registration form.

**6.3** The person against whom the complaint is made shall keep the complaints officer informed about any communications with the client and a possible resolution.

**6.4** The complaints officer shall keep the complainant informed about the handling of the complaint.

**6.5** The complaints officer shall keep the complaint file.

## **7. Complaint registration**

**7.1** The complaints officer records the complaint and the subject matter in the complaint registration form.

**7.2** A complaint can be divided into several subjects.

**7.3** The complaints officer shall report periodically on the handling of complaints and make recommendations in order to prevent new complaints and improve procedures.

**7.4** At least once a year, the complaints officer's reports and recommendations will be discussed and submitted for decision making.

This is a translation in English of the original Dutch text. In case of a discrepancy or inconsistency between the English and Dutch version of the complaints procedure, the Dutch version shall prevail.