

## 1. Definitions

1.1. In this Complaint Procedure the following definitions shall apply:

<b>Agreement:</b>	an agreement for the provision of legal services by the Attorney to Client
<b>Attorney:</b>	( <i>advocaat</i> ) I.I.L. Jansen, LLM, acting under the name IE.ps;
<b>Client:</b>	the (legal) person with whom the Attorney has an Agreement;
<b>Complaint:</b>	any written expression of disagreement on or on behalf of the Client towards the Attorney regarding the establishment and execution of the agreement, quality of service or amount fees, not being and complaint as referred to in Section 4 of the Law;
<b>Complaint Procedure:</b>	this complaint procedure of IE.ps;
<b>Law:</b>	the Law of 23 June 1952 on the establishment of the Dutch Bar Association and the rules on order and discipline of attorneys at law ( <i>advocaten</i> ); and
<b>Complainant:</b>	Client or its representative who files a Complaint.

## 2. Applicability

- 2.1. This Complaint Procedure applies to all Agreements.
- 2.2. The Attorney is responsible for the complaint handling in accordance with this Complaint Procedure.

## 3. Doelstellingen

- 3.1. This purpose of this Complaint Procedure is:
- 3.1.1. the determination of a procedure to deal with Clients' Complaints in a constructive manner within a reasonable time;
  - 3.1.2. the establishment of a procedure to determine the causes of Complaints by Clients;
  - 3.1.3. maintenance and improvement of existing relationship by means of sufficient complaint handling;
  - 3.1.4. training the Attorney in responding to Complaints in a Client focussed manner; klachten; and
  - 3.1.5. improvement of the quality of the services by means of Complaint handling and Complaint analysis.

#### **4. Information at the commencement of the legal services**

- 4.1. This Complaint Procedure is made public via [www.ie-ps.nl](http://www.ie-ps.nl). The Attorney informs the Client (i) of the existence of this Complaint Procedure of the law firm before the conclusion of the Agreement and (ii) the applicability of the Complaint Procedure on this services provided.
- 4.2. The Attorney has - by means of the general terms and conditions - included a provision in the Agreement to which independent body the Client can refer its Complaint if it was not resolved between parties.
- 4.3. Complaints which are not resolved can be submitted to the competent court in Arnhem, the Netherlands.

#### **5. Internal Complaint Procedure**

- 5.1. In case the Client files a Complaint with the Attorney, the Attorney shall act as Complaint officer.
- 5.2. The Attorney shall try to find a solutions with the Client.
- 5.3. The Attorney will deal with the Complaint within four (4) weeks after the receipt of the Complaint, or will notify the Complainant of any delay indicating (i) the grounds for the delay and (i) the expected response time with regard to its views on the Complaint.
- 5.4. The Attorney will notify the Complainant in writing on his decision on the Complaint, if required accompanied by recommendations.
- 5.5. If the Complaint is resolved in a sufficient way, the Complainant and the Attorney will sign the decision with regard to the validity of the Complaint.

#### **6. Secrecy and Complaint handling free of charge**

- 6.1. The Attorney shall exert secrecy in handling the Complaint.
- 6.2. The handling of the Complaint by the Attorney shall be carried out free of charge.

#### **7. Responsibilities**

- 7.1. The Attorney is responsible for a timely handling of the Complaint and will keep the Complainant informed about the assessment of the Complaint.
- 7.2. The Attorney will keep a file on the Complaint.

#### **8. Complaint registration**

- 8.1. The Attorney will document the Complaint stating the subject of the Complaint.
- 8.2. A Complaint can be categorized in more than one subject.

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