

## **PRACTICE LONDONCK & KOS**

### **Office Complaints Procedure Londonck & Kos**

Londonck & Kos always aims to serve its clients in the best possible way. If you are unfortunately not satisfied with the work that Londonck & Kos has carried out for you or the invoice you have received for the work, please let us know. This office complaints procedure is intended to describe how we will deal with a complaint. It goes without saying that we can deviate from the procedure in consultation with you. The important thing is that we look for a solution with you. A complaint also enables us to consider how we can further improve our services.

#### Article 1 - Definitions

This office complaints procedure has been drawn up in accordance with the Advocacy Regulations. In the office complaints procedure, the following definitions apply:

- Londonck & Kos - Londonck & Kos Coöperatief U.A.
- Complaint - any written expression of dissatisfaction from or on behalf of the client towards a lawyer from Londonck & Kos regarding the execution of an assignment, the quality of the service or the amount of the invoice;
- Client: the client or his authorised representative who makes a complaint;
- Complaints officer: In complaints lodged against Hans Londonck Sluyk, Martine Kos is the Complaints Officer responsible for handling complaints. In complaints lodged against Martine Kos, Hans Londonck Sluyk is the Complaints Officer responsible for handling complaints.
- Lawyer: the lawyer from Londonck & Kos against whom the complaint is directed.

#### Article 2 - Application

This office complaints procedure applies to every assignment between Londonck & Kos and the Client.

#### Article 3 – Confidentiality, costs

The Complaints Officer and the Lawyer against whom the complaint has been made will observe confidentiality in the handling of the complaint. The Client is not obliged to pay Londonck & Kos for the costs of handling the Complaint in accordance with this Office Complaints Procedure. Each party bears its own costs.

#### Article 4 - Submission of a complaint

The Complaint must be submitted in writing to the Complaints Officer. The description of the Complaint must at least clearly state:

- a. By or on behalf of which Client the Complaint is submitted.
- b. Against which lawyer from Londonck & Kos the complaint is directed.
- c. Which actions or omissions by the Lawyer have given rise to the Complaint.
- d. The file number, file name or characteristic of the case to which the Complaint relates.
- e. The request to handle the Complaint through the Office Complaints Procedure.
- f. The date of submission of the Complaint.

If the Complaint is not sufficiently clear or does not contain the information as described in the preceding paragraph, the Complaints Officer will inform the Client of this upon receipt of the Complaint and request the Client to provide the missing information.

If, even after supplementing the Complaint, the information is still lacking the information required to be able to adequately handle the Complaint, the Complaints Officer may decide not to take the Complaint into consideration. In that case, the Complaints Officer will inform the Client in writing.

#### Article 5 - Handling of a Complaint

The Complaints Officer ensures proper, impartial handling and assessment of the Complaint.

Upon receipt of a complete Complaint, the Complaints Officer sends a confirmation of receipt to the Client. This also includes an explanation of the further course of the procedure in accordance with the Office Complaints Procedure.

The Complaints Officer informs the Lawyer against whom the Complaint is directed as soon as possible in writing and gives the Lawyer the opportunity to respond in writing to the Complaint. The Complaints Officer gives both the Client and the Lawyer the opportunity to give (further) explanations and can request additional information.

If the Complaints Officer, one of the parties or both parties consider it desirable, the Complaints Officer will call the parties to a location, day and time to be agreed upon to discuss the matter together.

The Complaints Officer may request the parties to make a proposal to resolve the Complaint. The Complaints Officer can also present his own proposal for resolving the Complaint to both parties.

Both parties can respond in writing to a proposal by the Complaints Officer to resolve the Complaint. If a party does not respond, it is deemed to agree with the proposal to resolve the Complaint.

The decision on the Complaint is communicated in writing to both parties by the Complaints Officer.

#### Article 5 - Timeframe for handling a Complaint

The Complaints Officer strives to resolve the Complaint to the satisfaction of the Client within four weeks of receipt of a complete Complaint.

If it appears that the handling of the Complaint within four weeks is not possible, the Complaints Officer will inform the parties in writing of the reason for the delay and the expected time of handling.

If the Complaints Officer has not been able to resolve the Complaint within six months of the submission of the Complaint, the Complaints Officer will inform the Client in writing of the status of the handling of the Complaint and the reason for the delay.

If the Complaint has not been resolved to the satisfaction of the Client within nine months of the submission of the Complaint, the Client may refer the Complaint to the Disputes Committee Advocacy.

#### Article 6 - Registration

The Complaints Officer ensures that all Complaints are registered internally and maintains the complaints file.

#### Article 7 - Competent court

If a Complaint has not been resolved to the satisfaction of the Client, the Client can bring the Complaint before the competent court in Amsterdam.

During the handling of the Complaint, the parties can jointly decide not to continue the handling of the Complaint, in which case the Client can bring the Complaint before the competent court in Amsterdam if desired.

## **Legal Practice Register**

The Dutch Bar Association requires that lawyers register themselves in the Netherlands Bar's register of legal practice areas (*rechtsgebiedenregister*). Martine Kos and Hans Londonck Sluijk are registered in the legal practice area "General Practice". Based on this registration, Martine and Hans are required to obtain ten training credits per calendar year in this practice area in accordance with the standards set by the Netherlands Bar. Martine and Hans specialize in insurance law and liability law.

## **Client Trust Account**

Londonck & Kos has chosen not to maintain a client trust account. This means that we cannot hold funds from third parties.