



## **Regulations for the settlement of disputes**

### **1. Definitions**

The terms mentioned below have the following meanings:

- Complaint: any complaint made in writing by a client or on his/her behalf with regard to the activities performed by a lawyer or any other person depending from him/her and connected to the appointment granted by the client, the quality of the performed activities, the amount of the invoiced fees, with exclusion of the complaints mentioned in article 4 of the Professional Law;
- Client: the client or his/her representative who made the complaint;
- Officer: the lawyer charged with the evaluation of the Client's Complaint.

### **2. Applicability**

1. These regulations are applicable to all the contracts between FJP Advocaten and its clients.
2. Each lawyer working for FJP Advocaten is responsible for the correct application of these regulations.

### **3. Aims**

These regulations aim to:

- a. establish a procedure for the constructive evaluation of the Complaints made by the Clients within a reasonable time;
- b. establish a procedure for determining the causes which led to possible Complaints from Clients;
- c. maintain and improve the relation with existing clients through the application of a reasonable system for evaluating possible Complaints;
- d. teach the staff to cope pro-actively with possible Complaints of clients;
- e. improve the quality of the offered services by applying a system of analysis and evaluation of the Complaints.

### **4. Information at the time of appointment**

1. These regulations are made public; the lawyer informs the client of its existence at the time of his/her appointment and of its applicability to the services rendered in connection to such appointment.
2. In FJP Advocaten's general conditions, which must be sent to the client at the moment of appointment, is specified which third independent party can issue a binding decision on the Client's Complaint in case it is not handled satisfactorily when applying these regulations.
3. All Complaints as defined in article 1 above which have not been resolved by the application of this regulation can be brought before the Geschillencommissie Advocaatuur.

### **5. Internal procedure**

1. When a Client addresses a Complaint to the office, mr. R. de Falco shall handle it and shall act as Officer. Should the Complaint regard mr. R. de Falco, then mr. F.M.N. Janssen shall act as Officer.
2. The Officer informs the person who is the subject of the Complaint (the Subject) and asks the Client, when necessary, to clearly specify the grounds of the Complaint. The Subject will be then given the opportunity to give his or her comments.
3. The Subject of the Complaint will attempt to reach a reasonable solution to the Complaint with the Client. This may or may not be with the help of the Officer
4. Within four weeks of receipt the Officer will examine the Complaint and will then inform the Client how long the handling of the Complaint is likely to take.
5. The Officer will inform the Client and Subject in writing of his or her decision on the Complaint. Stating whether it is founded and provide recommendations on reaching a solution.
6. If the Complaint is settled the Client, Officer and Subject of the Complaint will confirm this in writing.



**6. Confidentiality and costs**

1. The Officer and Subject shall handle the Complaint in confidence.
2. The Client shall not be charged any fees for the evaluation of his/her Complaint.

**7. Duties**

1. The Officer is responsible for the timely handling of the Complaint.
2. The Subject informs the Officer of any direct contact between him/her and the Client and whether a settlement has been reached via this route.
3. The Officer will keep the Client informed of developments in the evaluation of his/her Complaint.
4. The Officer will keep the Complaint file up to date.

**8. Registration**

1. On their receipt, the Officer will register all Complaints and their content.
2. If a Complaint contains several issues, each issue will be registered separately.
3. The Officer gives regular reports on open Complaints and their evaluation, giving recommendations on how to reduce possible future complaints and the evaluation procedure.
4. Annual internal reviews (minimum) of all reports and recommendations will be undertaken by the office.