



# Human scale law

Law is about people

## Office Complaints Procedure | Human scale law |

### Article 1 Definitions

In this office complaints procedure:

- *Complaint* means any written statement of dissatisfaction expressed by or on behalf of a client against the lawyer or persons working under the lawyer's responsibility in relation to the formation or performance of an agreement for services, the quality of services or the fee note, other than a complaint within the meaning of paragraph 4 of the (Dutch) Counsel Act;
- *Complainant* means the client or a representative of the client lodging a complaint;
- *Complaints Officer* means the lawyer in charge of handling the complaint;

### Article 2 Scope of application

1. This office complaints procedure applies to every agreement for services between **Human scale law** and the client.
2. Karolina Dorenbos-Mrozek (Ms Dorenbos) will ensure that any complaint is reviewed in accordance with the office complaints procedure.

### Article 3 Objectives

This office complaints procedure has the following objectives:

- a. To establish a procedure for reviewing complaints of clients in a constructive manner within a reasonable period of time;
- b. to establish a procedure for determining the causes of complaints from clients;
- c. to preserve and improve existing relationships by conducting an adequate review of complaints;
- d. to train employees to respond to complaints with the client's needs in mind;
- e. to improve the quality of service through complaints review and complaints analysis.

### Article 4 Information provided on commencement of the services

1. This office complaints procedure has been published. Before entering into a contract for services, the lawyer will inform the client that the firm has a complaints procedure which applies to the services.
2. Ms Dorenbos is a member of the Netherlands Bar Association. To find out more about the procedure, please go to <https://www.advocatenorde.nl/>.
3. If a complaint has been reviewed but is not resolved, a binding opinion may be sought from an independent party or body identified in the Standard Conditions of **Human scale law** and of which the client was informed in the confirmation of the assignment.

4. A complaint referred to in Article 1 of the office complaints procedure that involves a financial dispute and that remains unresolved upon review may be put to the (independent) Geschillencommissie Advocatuur, whose procedure is described on the website of the Netherlands Bar Association at <https://www.advocatenorde.nl/geschillencommissie-advocatuur>.
5. A complaint referred to in Article 1 of the office complaints procedure that does not involve a financial dispute, but is substantive in nature or is due to my actions or failure to act and that remains unresolved after being reviewed may be put to the (independent) Geschillencommissie Advocatuur, whose procedure is described on the website of the Netherlands Bar Association at <https://www.advocatenorde.nl/geschillencommissie-advocatuur>. Reference is also made to <https://www.advocatenorde-noordholland.nl/1444/problemen-met-uw-advocaat.html>, which offers more information on the possibility of submitting a complaint to the local dean of the Bar Association.
6. If any dispute between the parties does not lend itself to a review by the aforementioned board or arises from the review or ruling of the aforementioned board, the dispute is decided by the court having jurisdiction in the district in which **Human scale law** has offices. In the latter case, **Human scale law** will nonetheless be entitled to submit the dispute to the court having jurisdiction in the client's place of residence or the place of its registered office.

#### **Article 5 Internal complaints' procedure**

1. If a client contacts the firm with a complaint, the complaint will be forwarded to Karolina Dorenbos-Mrozek acting as Complaints Officer.
2. The Complaints Officer will inform the person being complained about that a complaint has been lodged and will give the Complainant and the person complained about the opportunity to explain their positions.
3. The person being complained about will seek to find a solution together with the client, whether or not with the help of the Complaints Officer.
4. The Complaints Officer will conclude the review of the complaint within four weeks of receiving it. If this time limit is not met, the Complaints Officer will inform the client accordingly, will provide an explanation for the delay and will state the new term at which an opinion on the claim will be issued.
5. The Complaints Officer will inform the Complainant and the person being complained about in writing of the opinion on the merits of the complaint and may include recommendations.
6. If the complaint is resolved to satisfaction, the Complainant, the Complaints Officer and the person being complained about will sign the opinion regarding the merits of the complaint.

#### **Article 6 Confidentiality and no costs involved in complaints**

1. The Complaints Officer and the person being complained about maintain confidentiality when reviewing complaints.
2. The Complainant is not required to pay any fee for review of the complaint.

#### **Article 7 Responsibilities**

1. The Complaints Officer is responsible for reviewing the complaint on time.
2. The person being complained about keeps the Complaints Officer informed of any contacts and of any possible solution.
3. The Complaints Officer keeps the Complainant informed of the status of the review.
4. The Complaints Officer keeps a file on the complaint.

**Article 8 Complaints registration**

1. The Complaints Officer registers any complaints as well as the subject matter of a complaint.
2. A complaint may be registered under multiple subject matters.
3. The Complaints Officer reports from time to time on the complaints reviewed and makes recommendations to prevent new complaints and to improve procedures.
4. The reports and recommendations are discussed and proposed for decision-making within the firm at least once a year.