

COMPLAINTS REGULATION KORVINUS ABELN LAWYERS

1. DEFINITIONS:

Complaint:

Every expression which can be reasonably qualified as such, either in oral or in written form, of dissatisfaction regarding the service of a lawyer by or on behalf of the client

Complainer:

The client or his/her representative who expresses a complaint

Complaints procedure:

The procedure the firm uses to handle complaints

Complaints regulation:

This document, functioning as the written reproduction of the firm's complaints procedure

Complaints officer:

A person, not being the lawyer who the complaint is made against, to whom the handling of the complaint is assigned

Complaint registration form:

A form to be used internally in order to aid the execution of the procedure as stated in the complaints regulation

Geschillencommissie Advocatuur (Dispute Commission for the Legal Professions):

The commission established by the Stichting Geschillencommissies voor consumentenzaken (the SGC) (the Dispute Commissions for Customer Affairs Foundation) and the foundation Beroep en Bedrijf (the SGB) before which the firm can bring disputed and unpaid accounts and where disputes concerning the price-quality ratio can be taken up if the solution offered by the firm does not lead to satisfaction.

Geschillenregeling advocatuur (Dispute regulations for the Legal Professions):

The procedure the Geschillencommissie advocatuur uses to decide on disputes between lawyers and clients.

Reglement Geschillencommissie Advocatuur (Regulations of the Dispute Commission for the Legal Professions):

The rules and regulations stating the procedures used by the Geschilllencommissie Advocatuur

2. OBJECTIVES

The objectives of the complaint regulation are:

1. To establish a procedure in order to handle client complaints in a constructive manner and within a reasonable period;
2. To record a procedure in order to determine the origins of client complaints;
3. To maintain and improve current business relations by handling complaints in a correct manner;
4. To train employees to respond to complaints in a client-focused manner;
5. To improve to quality of service using complaint handling and complaint analysis.

3. INFORMEREN VAN DE CLIËNT

The lawyer:

1. Points out to the client that the firm uses a complaints regulation;
2. Informs the client of the opportunity to bring problems which cannot be solved between the client and the firm before the Geschillencommissie Advocatuur
3. Notifies the client of their right to request the Regulation Complaints and Disputes for the Legal Profession with the secretary of the Committee using the address Postbus 90600, 2509 LP Den Haag.

4. THE INTERNAL COMPLAINTS PROCEDURE

1. If a client in any way approaches the firm with a complaint, the lawyer involved is to be notified of this;
2. The lawyer involved will attempt to reach a solution with the client, if necessary after consulting with the complaint officer;
3. The lawyer involved or the complaint officer will handle the complaint appropriately and in accordance with the present complaints regulation;
4. Confidentiality is guaranteed under all circumstances;
5. The client will be informed of the decision on the complaint;
6. When a satisfactory solution to the complaint cannot be reached between the client and the firm, the matter will be brought before the Dispute Committee for the Legal Professions.

5. REGISTRATION AND CLASSIFICATION OF THE COMPLAINT

1. All complaints will be registered in according with the complaint registration form
2. The complaints officer will register and classify the complaint
3. The complaint will be classified
 - By way of submitting as
 - A. Orally
 - B. In writing
 - By nature of the complaint according to the categories listed below
 - I. Complaints regarding the working method/ conduct of the lawyer;
 - II. Complaints with respect to the legal content aspects of the services provided;
 - III. Complaints regarding the financial aspects of the service provided;
 - IV. Complaints regarding the practice in general;

4. A complaint can be classified in more than one category. If a complaint is settled to satisfaction of both parties, the lawyer involved and the complaints officer will sign the complaint registration form.

6. RESPONSIBILITIES

1. The handling and settling of complaints is the responsibility of the lawyer involved and subsequently that of the complaints officer;
2. The complaints officer is responsible for the completion of the complaint registration form
3. The lawyer involved will keep the complaints officer informed on the further settling of the complaint;
4. The complaint is to be settled by the firm in writing within four weeks;
5. The complaints officer will provide feedback towards the complainer;
6. The complaint officer will keep the complaint files up to date.

7. COMPLAINT ANALYSIS

1. After settlement, the relevant complaint registration forms will be kept under the supervision of the complaints officer;
2. The complaints officer will periodically report on the settlement of complaints;
3. The complaints officer will process the particulars and will make an annual analysis;
4. The complaints officer will also give recommendations in order to prevent new complaints, and at the same time improve procedures.

8. INTERNAL DISCUSSION

1. The complaint particulars and their analyses will be discussed by the firm yearly;
2. Measures for improvement will be set up and planned;
3. The complaints officer is responsible for setting up this meeting and making an analysis.

9. PREVENTIVE ACTION

1. Based on the annual analysis made by the complaints officer, the firm will decide on the preventive measures to be taken in order to improve service quality;
2. These measures and the aforementioned analysis will be jointly presented in the firm meeting.