

WALDEN GRENE

Office Complaints Procedure

1. In this office complaints procedure, the following definitions apply:
 - client: any client of Walden Grene;
 - complaint: any written expression of dissatisfaction on the part of or on behalf of the client towards Walden Grene, or any persons working under its responsibility, about the formation and performance of a legal services agreement, the quality of the services or the amount of the invoice, other than a complaint as referred to in paragraph 4 of the Dutch Act on Advocates (Advocatenwet);
 - complaints officer: the lawyer who is charged with handling the complaint;
 - complainant: the client or his/her representative who submits a complaint;
 - Walden Grene: the partnership Walden Grene, established in (1018 NC) Amsterdam, at Oostenburgergracht 75, registered in the Trade Register of the Chamber of Commerce under number 80095283.
2. This office complaints procedure applies to every legal services agreement between Walden Grene and the client.
3. Walden Grene is responsible for handling complaints in accordance with the office complaints procedure.
4. The purpose of this office complaints procedure is:
 - a. to establish the procedure for dealing with complaints from clients within a reasonable period and in a constructive manner;
 - b. to record the procedure for determining the causes of complaints from clients;
 - c. to maintain and improve existing relationships with clients through proper complaint handling;
 - d. to train Walden Grene employees to respond to complaints in a client-oriented manner; and
 - e. to improve the quality of Walden Grene's services by means of complaint handling and complaint analysis
5. If a client approaches Walden Grene with a complaint, the complaint will be forwarded to Mrs. B. Brouwer, who thereby acts as complaints officer. If the complaint relates to Mr. Brouwer, Mr. B.M. van Werven act as complaints officer.
6. The complaints officer will inform the person against whom the complaint has been made of the submission of the complaint and will give the complainant and the person against whom the complaint has been made the opportunity to explain the complaint.

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7. The person who is the subject of the complaint tries to find a solution together with the client, whether or not after the intervention of the complaints officer.
 8. The complaints officer will deal with the complaint within four weeks of receipt of the complaint, or inform the complainant that more time is necessary and stating the term within which an opinion will be given on the complaint.
 9. The complaints officer will inform the complainant and the person against whom the complaint has been made in writing of the opinion on the validity of the complaint, whether or not accompanied by recommendations.
 10. If the complaint has been handled satisfactorily, the complainant, the complaints officer and the person against whom the complaint has been made confirm the opinion on the validity of the complaint.
 11. The complaints officer and the person who is the subject of the complaint will observe confidentiality in handling the complaint.
 12. The complainant does not owe any compensation for the costs of handling the complaint.
 13. The complaints officer is responsible for the timely handling of the complaint.
 14. The person against whom the complaint is made will keep the complaints officer informed about any contact and a possible solution.
 15. The complaints officer will keep the complainant informed about the handling of the complaint.
 16. The complaints officer maintains the complaint file.
 17. The complaints officer registers the complaint, stating the subject of the complaint. A complaint can be divided into several subjects. The complaints officer periodically reports on the handling of the complaints and makes recommendations to prevent new complaints as well as to improve procedures. The reports and recommendations are discussed at the Walden Grene office at least once a year and submitted for decision-making.
 18. Complaints that have not been resolved after handling can only be submitted to the court in Amsterdam.
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