

## **Complaint Regulation Nextius Legal**

### **Article 1 Complaint and complaint officer**

1. In this regulation "complaint" means: each written expression of dissatisfaction by or on behalf of a client towards a lawyer (advocaat) or the people working under his responsibility in respect of the entering into and performance of a contract for services (overeenkomst van opdracht), the quality of the services or the amount invoiced for it, not being a complaint as referred to in Section 4 of the Advocatenwet.
2. The complaint officer is the person appointed by the management of Nextius, who is also a lawyer (advocaat) and charged with the handling of complaints against lawyers (advocaten) affiliated with Nextius.
3. If the complaint is made against the complaint officer in his capacity of lawyer (advocaat), the management of Nextius will appoint a substitute who will handle that specific complaint as temporary complaint officer.

### **Article 2 Scope of application**

1. This complaint regulation applies to each contract for services between Nextius and the client which is performed by one or more lawyers (advocaten).
2. Each lawyer (advocaat) affiliated with Nextius will handle the complaint in accordance with this complaint procedure.

### **Article 3 Objectives**

The objectives of this complaint regulation are:

- a. to record a procedure for handling complaints of clients in a constructive manner within a reasonable period of time;
- b. to establish a procedure for determining the causes of complaints of clients;
- c. to preserve and improve existing relations by means of a proper complaint handling;
- d. to coach employees to respond to complaints in a client orientated manner;
- e. to improve the quality of the services.

#### **Article 4 Information at commencement of the services**

1. This complaint procedure is published on our website [www.nextius.nl](http://www.nextius.nl). Prior to entering into the contract for services, the lawyer (advocaat) will point out to the client that Nextius maintains a complaint regulation applicable to the services.
2. Complaints that after handling remain unresolved, may be submitted to the Amsterdam District Court.

#### **Article 5 Complaint handling**

1. Each complaint will promptly be submitted to Mr J.A. Endtz who has been appointed as complaint officer by the management of Nextius.
2. The complaint officer registers the complaint and the subject matter of the complaint. The complaint may consist of various subject matters.
3. The complaint officer notifies the complaint to the lawyer (advocaat) in respect of whom the complaint is made and offers the client and the lawyer (advocaat) the opportunity to give their views.
4. The lawyer (advocaat) will attempt to come to a solution with the client, if necessary with the intermediation of the complaint officer.
5. The complaint officer deals with the complaint within four weeks from receipt of the complaint. In case this time limit is not met, the complaint officer will inform the client and provide an explanation for the delay. The complaint officer will also mention a new term in which the complaint will be assessed.
6. The complaint officer informs the client and the lawyer (advocaat) in writing of his assessment of the validity of the complaint and can make recommendations. If a complaint is settled satisfactorily, the client, the complaint officer and the lawyer (advocaat) will sign the written report of the complaint officer on the settlement thereof.

#### **Article 6 Confidentiality – charge free complaint handling**

1. The complaint officer and the lawyer (advocaat) in respect of whom the complaint is made will observe confidentiality in the handling of the complaint.
2. No compensation is due by the client for the cost of handling the complaint.

### **Article 7 Responsibilities**

1. The complaint officer is responsible for timely handling the complaint.
2. The lawyer (advocaat) in respect of whom the complaint is made keeps the complaint officer informed on his or her contacts with the client and a possible solution.
3. The complaint officer keeps the client informed on the progress of the handling of the complaint.
4. The complaint officer keeps a file on the complaint.

### **Article 8 Evaluation**

1. The complaint officer periodically reports on the complaints handling and makes where necessary recommendations for preventing new complaints and improving the internal complaint procedure.
2. At least once a year the reports and recommendations of the complaint officer will be discussed within Nextius.

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