

Office complaints procedure MOON legal & compliance

Article 1 – definitions

For the purposes of this complaints procedure, the following definitions apply:

Complaint: any written expression of dissatisfaction by or on behalf of the client towards the lawyer or the persons working under his responsibility about the formation and performance of a contract for services, the quality of the service or the amount of the invoice, not being a complaint as referred to in paragraph 4 of the Advocates Act;

Complainant: the client or his representative who makes a complaint known;

Complaints officer: the lawyer charged with handling the complaint.

Article 2 – Scope of application

1 This complaints procedure applies to every contract for services between MOON legal & compliance and the client.

2. Ms. B.S. Bauer, LL.M., is responsible for handling complaints in accordance with the office complaints procedure.

Article 3 – objectives

The purpose of this office complaints procedure is:

- a. establishing a procedure to deal with complaints from clients in a constructive manner within a reasonable period of time;
- b. establishing a procedure to determine the causes of client complaints;
- c. maintaining and improving existing relationships by means of proper complaint handling;
- d. to train employees in responding to complaints in a client-oriented manner;
- e. improving the quality of the service by means of complaint handling and complaint analysis.

Article 4 – information at the start of the service

1. This complaints procedure has been made public. Before entering into the contract for services, MOON legal & compliance points out to the client that the firm has an office complaints procedure and that this applies to the services.

2. MOON legal & compliance has included in the contract for services the independent party or body to which a complaint that has not been resolved after handling can be submitted in order to obtain a binding decision and has made this known in the assignment confirmation.

3. Complaints as referred to in Article 1 of this complaints procedure that have not been resolved after being dealt with will be submitted to the competent court in Utrecht.

Article 5 – internal complaints procedure

1. If a client approaches the firm with a complaint, the complaint will be forwarded to Ms. B.S. Bauer, who will act as complaints officer.

2. The complaints officer shall inform the person who has been the subject of the complaint of the submission of the complaint and shall give the complainant and the person who has been complained about the opportunity to provide an explanation of the complaint.
3. The person who is the subject of the complaint will try to find a solution together with the client, whether or not after the intervention of the complaints officer.
4. The complaints officer shall deal with the complaint within four weeks of receipt of the complaint or shall notify the complainant of any deviation from this period, stating the reasons, stating the period within which an opinion on the complaint will be given.
5. The complaints officer shall inform the complainant and the person who is the subject of the complaint in writing of the opinion on the merits of the complaint, whether or not accompanied by recommendations.
6. If the complaint has been dealt with satisfactorily, the complainant, the complaints officer and the person who is the subject of the complaint will sign the opinion on the merits of the complaint.

Article 6 – confidentiality and free complaint handling

1. The complaints officer and the person about whom the complaint has been made shall observe confidentiality in the handling of the complaint.
2. The complainant shall not be liable for any compensation for the costs of handling the complaint.

Article 7 – responsibilities

1. The complaints officer is responsible for the timely handling of the complaint.
2. The person who is the subject of the complaint shall keep the complaints officer informed about any contact and a possible solution.
3. The complaints officer shall keep the complainant informed about the handling of the complaint.
4. The complaints officer shall keep the complaint file up to date.

Article 8 – Complaint registration

1. The complaints officer registers the complaint with the subject of the complaint.
2. A complaint can be divided into several subjects.

Article 9 – notification insurance

1. If applicable, the complaint shall also be reported to the relevant liability insurer.