

SarisLaw Complaints Procedure

SarisLaw aspires to continuously improve the quality of its service. If you are not satisfied for any reason, we would like to hear from you. Your complaint can be sent via email to info@sarislaw.com. SarisLaw will respond in accordance with this procedure and aim to deal with any complaint constructively within a reasonable period of time.

1. Complaint

In this Complaints Procedure 'complaint' means: dissatisfaction with an attorney (*advocaat*), which is expressed in writing via infor@sarislaw.com by or on behalf of a client in relation to the services requested, the quality of service provided, or the amount invoiced, other than a complaint as referred to in § 4 of the Attorneys Act (Advocatenwet).

2. Scope

This Complaints Procedure applies to all agreements for services between the client and SarisLaw, such services to be provided by one or more attorneys (*advocaten*) at SarisLaw.

3. Purpose

The purpose of this Complaints Procedure is to:

- a) Establish a procedure for constructively dealing with a client's complaint within a reasonable period of time;
- b) Establish a procedure for determining the cause of a client's complaint;
- c) Maintain and improve existing relationships by correctly dealing with complaints;
- d) Improve the quality of the services of SarisLaw.

4. Information at the start of our services

- 4.1. This Complaints Procedure can be found on www.sarislaw.com.
- 4.2. If a complaint has been brought to the attention of SarisLaw in accordance with this procedure but has not been satisfactorily resolved, this complaint may be submitted to the Court designated in SarisLaw's general conditions to deal with any disputes between SarisLaw and its clients. These general conditions are available on www.sarislaw.com.

5. Internal complaints procedure

- 5.1. Each complaint received will be passed on to an attorney, excluding the attorney to whom the complaint relates, designated by SarisLaw as the complaints officer for that complaint.
- 5.2. The complaints officer will at least inform the attorney to whom the complaint relates – or the attorney responsible for the persons to whom the complaints relates – of the complaint received and will give the client and his attorney an opportunity to present their views.
- 5.3. The relevant attorney will endeavour to find a solution together with the client, with or without the complaints officer's intervention.
- 5.4. The complaints officer will assess the complaint within four weeks after it has been received. If this deadline cannot be adhered to, the complaints officer will inform the client and explain the reasons behind the delay. The complaints officer will specify a new deadline to the client for assessing the complaint.
- 5.5. The complaints officer will inform the client and the relevant attorney by letter of his view with regard to the complaint. The complaints officer may make recommendations in this letter.



6. Confidentiality and no charges

- 6.1. The complaints officer and the attorney to whom the complaint relates will maintain confidentiality while dealing with the complaint received.
- 6.2. The client will not be charged for making a complaint.

7. Duties

- 7.1. The complaints officer is responsible for the complaint being dealt with according to the time limitations set out in this procedure.
- 7.2. The attorney to whom the complaint relates – or the attorney responsible for the persons to whom complaint relates – shall keep the complaints officer informed of his or her contacts with the client of any possible solution of the complaint.
- 7.3. The complaints officer will keep the client informed of the handling of the complaint.
- 7.4. The complaints officer will keep an up to date record of the complaint.

8. Complaint registration

- 8.1. The complaints officer will keep a registration of the complaint, specifying the subject matter. A complaint can be divided into several subject matters.
- 8.2. A copy of the written settlement of the complaint is kept for one year.

9. Other

SarisLaw will apply this Complaints Procedure unless this would in its view in the given circumstances not be in reasonable proportion with the objectives of this Complaints Procedure.