



Griph Coöperatief U.A. Office Complaints Procedure

1. — DEFINITIONS

Complaint:	Every written expression of displeasure from or on behalf of the client in respect of the lawyer/tax specialist or the persons working under his responsibility about the formation and the execution 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 Lawyers Act;
Complaints officer:	the lawyer/tax specialist who is charged with handling the complaint;
Complainant:	the client or his representative who makes a complaint known;

2. — SCOPE

- 2.1 — This office complaints procedure applies to every contract for services between Griph Coöperatief U.A. (**griph**) and the client.
- 2.2 — Every lawyer/tax specialist at griph takes care of complaint settlement in conformity with the office complaints procedure.

3. — OBJECTIVES

- 3.1 — The aim of this office complaints procedure is:
 - A. to establish a procedure to handle complaints of clients within a reasonable time and in a constructive manner;
 - B. to establish a procedure to determine the causes of client's complaints;
 - C. to preserve and improve existing relationships by means of proper complaints handling;
 - D. to train employees in responding to complaints in a client-focused manner;
 - E. to improve the quality of the service provision by means of handling complaints and complaints analysis.

4. — INFORMATION UPON COMMENCEMENT OF SERVICE PROVISION

- 4.1 — This office complaints procedure has been published by placing it on the griph website (www.griph.nl). Before concluding the contract for services, the lawyer/tax specialist points out to the client that the office uses a complaints procedure and that it applies to the service provision. The order confirmation also mentions this.

5. — INTERNAL COMPLAINTS PROCEDURE

- 5.1 — If a client approaches griph with a complaint, then this complaint will be passed on to our complaints officer.
- 5.2 — The complaints officer notifies the person to whom the complaint is directed about the fact that the complaint was lodged, and gives the complainant and the person who was complained about the opportunity to explain the complaint.
- 5.3 — The person who was complained about seeks to arrive at a solution with the client, whether or not this occurs after the intervention of the complaints officer.



- 5.4 — The complaints officer will deal with the complaint within four weeks after receipt of the complaint or will inform the complainant about a deviation from this time limit, stating reasons and stating the time limit within which an opinion about the complaint can be given.
- 5.5 — The complaints officer will inform the complainant and the person who was complained about of the opinion about the validity of the complaint, whether or not this is accompanied by recommendations.
- 5.6 — If the complaint has been settled satisfactorily, the complainant, the complaints officer and the party who was complained about shall sign the opinion on the validity of the complaint.

6. — CONFIDENTIALITY AND HANDLING COMPLAINTS FREE OF CHARGE

- 6.1 — The complaints officer, the complainant and the person complained about shall observe strict secrecy regarding the complaints handling procedure.
- 6.2 — The complainant is not required to make any payment for the costs of handling the complaint.

7. — RESPONSIBILITIES

- 7.1 — The complaints officer is responsible for the timely handling of the complaint.
- 7.2 — The person who was complained about will keep the complaints officer informed about possible contact with the complainant and a possible solution.
- 7.3 — The complaints officer keeps the complainant informed about the handling of the complaint.
- 7.4 — The complaints officer maintains the complaints file.

8. — COMPLAINTS REGISTRATION

- 8.1 — The complaints officer registers the complaint and the related subject of the complaint.
- 8.2 — A complaint can be classified under several subjects.
- 8.3 — The complaints officer shall regularly issue an internal report regarding the handling of complaints and shall make recommendations about preventing new complaints and also about improvement of the complaints procedures.
- 8.4 — The reports and recommendations shall be discussed at least once annually at the office and submitted for a decision.
