

# COMPLAINTS PROCEDURE

### Introduction

Deviant Legal attaches great importance to the quality of its services and your satisfaction. However, it may happen that you are not (completely) satisfied with a certain part of the service. This complaints procedure describes how a complaint can be made about this and how this complaint will be handled.

If you are dissatisfied with the service or the amount of the invoice, it is important that the objections are first submitted to the person who is handling your matter. This complaint will then be handled on the basis of this complaints procedure, which can be consulted at any time via the Deviant Legal website.

Deviant Legal will attempt to respond substantively to your complaint within 4 weeks of the date on which you complained. If this period is not feasible, this will be communicated to you in a timely manner, together with the reason for the delay and the period within which you can still expect a response.

If the complaint is considered justified, Deviant Legal will try to find a solution to the complaint together with you.

If you have a complaint, it is appreciated that you share it with Deviant Legal. Deviant Legal includes all complaints in the periodic evaluation of its operations.

### 1. Definitions

The following definitions are used in this complaints procedure:

- A. **Client:** the natural person or legal entity who uses the services of Deviant Legal;
- B. **Complaint:** any written negative statement from a Complainant to Deviant Legal about:
  - A. The quality of the service; or
  - B. The amount of the invoice.A complaint as referred to in paragraph 4 of the Dutch Advocates Act is not a complaint as referred to in this complaints procedure.
- C. **Complainant:** the Client or its representative which files a Complaint;
- D. **Complaints Officer:** the person which handles the Complaint;
- E. **Deviant Legal:** the private company with limited liability Deviant Legal B.V.

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### **2. Scope of application**

- 2.1. This complaints procedure applies to every assignment agreement between Deviant Legal and the Client.
- 2.2. Deviant Legal is responsible for handling a Complaint in accordance with this complaints procedure.

### **3. Purpose of the complaints procedure**

The purpose of this complaints procedure is:

- A. Establishing a procedure to handle the Complaint within a reasonable period and in a constructive manner;
- B. Establishing a procedure to determine the cause of the Complaint;
- C. Maintaining and improving existing relationships through good complaint handling;
- D. Improving the quality of Deviant Legal's services by adequately handling and analyzing a Complaint.

### **4. Information provided**

Before entering into the assignment agreement, Deviant Legal points out to the Client that this complaints procedure applies to the services provided. In addition, the general terms and conditions point out the existence of the complaints procedure. The complaints procedure can be consulted on the Deviant Legal website and will also be sent to the Client and/or Complainant upon request.

### **5. Internal complaints procedure**

- 5.1. René Otto acts as Complaints Officer of Deviant Legal.
- 5.2. Complaints will be processed by Deviant Legal free of charge.
- 5.3. The Complainant will receive confirmation of receipt of the Complaint.
- 5.4. The complaints officer will handle the Complaint within 4 weeks of receipt. If this is not reasonably possible, the Complaints Officer will inform the Complainant of this. In that case, the Complaints Officer will explain why the deadline cannot be met and will indicate when the Complainant can expect a response to his Complaint.

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5.5. If the Complaint has been handled satisfactorily, this will be recorded in writing by the Complainant and the Complaints Officer.

### **6. Confidentiality**

The Complaints Officer and the person who has been complained about will observe confidentiality when handling the Complaint.

### **7. Responsibilities of the complaints officer**

7.1. The Complaints Officer registers the Complaint including the subject of the Complaint.

7.2. The Complaints Officer is responsible for the timely handling of the Complaint.

7.3. The Complaints Officer will keep the Complainant informed about the handling of the Complaint.

7.4. The Complaints Officer keeps a file on the handling of the Complaint.

### **8. Unforeseen cases**

8.1. In cases that are not provided for in this complaints procedure, the Complaints Officer will decide.

8.2. If a Complaint is not resolved after handling by Deviant Legal, the Complaint can be submitted to:

- A. The dean of the Zeeland-West-Brabant Bar Association;
- B. The competent court.

If you have any questions about this Complaints Procedure, please contact Deviant Legal's complaints officer at [rene.otto@deviantlegal.com](mailto:rene.otto@deviantlegal.com).