

## **Complaints Procedure**

### **Article 1 – Definitions**

In this complaints procedure, the following terms shall have the following meanings:

- complaint: any written expression of dissatisfaction by or on behalf of the client towards the attorney or persons working under his responsibility concerning the conclusion and performance of a contract for services, the quality of the services provided, the amount of the invoice, the performance or offer of extrajudicial debt collection activities, not being a complaint as referred to in section 4 of the Dutch Attorney's Act (Advocatenwet);
- complainant: the client, their representative, or a third party with a direct interest who lodges a complaint;
- Complaints Officer: the solicitor responsible for handling the complaint.

### **Article 2 – Scope**

1. This complaints procedure applies to every contract for services between Jacobs Privacy & AI Law and the client.
2. Every attorney at Jacobs Privacy & AI Law is responsible for handling complaints in accordance with the complaints procedure.

### **Article 3 – Objectives**

The objectives of this complaints procedure are:

1. to establish a procedure for constructively handling client complaints within a reasonable period of time;
2. to establish a procedure for determining the causes of complaints from complainants;
3. to fulfil a legal obligation, maintain and improve existing relationships through effective complaint handling;
4. to train employees to respond to complaints in a client-oriented manner;
5. to improve the quality of services through complaint handling and complaint analysis.

### **Article 4 – Information at the start of the services**

1. The complaints procedure has been published. Before entering into the contract for services, the attorney shall inform the client that the firm has a complaints procedure and that this applies to the services provided.
2. Jacobs Privacy & AI Law has included in its general terms and conditions the independent party or body to which a complaint that cannot be resolved after the matter has been handled may be submitted to obtain a binding decision, and has made this known in the confirmation of the engagement.

3. Complaints referred to in Article 1 of this complaints procedure that cannot be resolved after the handling process will be submitted to the court.

#### **Article 5 – Internal complaints procedure**

1. If a complainant approaches the firm with a complaint, the complaint will be forwarded to mw. mr. M. Don, lawyer at Archer Law ([www.archerlaw.nl](http://www.archerlaw.nl)), who will act as complaints officer.
2. The complaints officer will inform the person about whom the complaint has been made that a complaint has been lodged and will give the complainant and the person about whom the complaint has been made the opportunity to explain the complaint.
3. The person about whom the complaint has been made will attempt to solve the complaint with the complainant, with or without the intervention of the complaints officer.
4. The complaints officer will handle the complaint within four weeks of receiving it or will notify the complainant of any deviation from this period, stating the reasons and the period within which a decision on the complaint will be made.
5. The complaints officer, in writing, informs the complainant and the person about whom the complaint was made of the decision on the complaint's validity, accompanied by recommendations, if applicable.
6. If the complaint has been dealt with satisfactorily, the complainant, the complaints officer, and the person against whom the complaint was made shall sign the decision on the validity of the complaint.

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

1. The complaints officer and the person against whom the complaint was made shall observe confidentiality when handling the complaint.
2. The complainant will not be charged 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 against whom the complaint has been made will keep the complaints officer informed of any contact and a possible solution.
3. The complaints officer keeps the complainant informed about the handling of the complaint.
4. The complaints officer keeps the complaint file.

#### **Article 8 – Complaint registration**

1. The complaints officer registers the complaint, including its subject matter.
2. A complaint can be classified under several subjects.

