



Regulation of Complaints Manifest Arbeidsrecht

Article 1 definitions

In this Regulation of Complaints the following definitions apply:

- *complaint*: any written expression of dissatisfaction by or on behalf of the client towards the attorney or the persons working under his responsibility about the conclusion and execution of an agreement of services, the quality of the services or the height of the declaration, not being a complaint as referred to in paragraph 4 of the Advocatenwet;
- *complainant*: the client or his representative who makes a complaint known;
- *complaints officer*: the attorney in charge of handling the complaint.

Article 2 scope

1. This Regulation of Complaints is applicable to each services agreement between Manifest Arbeidsrecht and the client.
2. The attorney handles complaints in accordance with the Regulation of Complaints.

Article 3 objectives

The purpose of this office complaint procedure is to:

- a. to establish a procedure to deal constructively with client complaints within a reasonable period of time;
- b. establishing a procedure to determine the causes of client complaints;
- c. maintaining and improving existing relationships through proper complaint handling;
- d. respond to complaints in a client-centered manner;
- e. improving the quality of service through complaint handling and complaint analysis.

Article 4 information at the start of the services

1. This Regulation of Complaints has been made public. It can be accessed on the website of Manifest Arbeidsrecht. In the services agreement, the client is informed of the existence of the Regulation of Complaints and that it applies to the services provided.
2. Complaints as referred to in article 1 of the Regulation of Complaints that are not resolved after treatment will be submitted to the District Court of Gelderland.

Article 5 internal complaints procedure

1. If a client approaches the office with a complaint, the complaint will be forwarded to Mr. M. Smak, who thereby acts as complaints officer.
2. The complaints officer shall notify the person complained about of the filing of the complaint and shall give the complainant and the person complained about an opportunity to explain the complaint.
3. The person complained about will try to reach a solution together with the client, with or without the intervention of the complaints officer.
4. The complaints officer will resolve the complaint within four weeks after receipt of the complaint or will notify the complainant of any deviation from this deadline, giving reasons, giving the period in which a decision on the complaint will be made.
5. The complaints officer will notify the complainant and the person complained about in writing of the verdict on the merits of the complaint, whether or not accompanied by recommendations.
6. If the complaint has been settled satisfactorily, the complainant, the complaints officer and the person complained about shall sign the judgment on the merits of the complaint.



Article 6 confidentiality and treatment of complaint free of charge

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

Article 7 responsibilities

1. The complaint officer is responsible for the timely resolution of the complaint.
2. The person complained about shall keep the complaints officer informed of any contact and possible resolution.
3. The complaint officer shall keep the complainant informed about the resolution of the complaint.
4. The complaint officer keeps the complaint file.

Article 8 registration of complaints

1. The complaints officer registers the complaint along with the complaint subject.
2. A complaint may be divided into several subjects.
3. The complaints officer will report periodically on the handling of complaints and make recommendations for the prevention of new complaints, as well as for the improvement of procedures.
4. At least once a year, the reports and recommendations will be discussed at the office and submitted for decision-making.