



Legal Information

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Registration of legal areas

Our lawyers have registered the following principal legal practice area in the Dutch Bar's register of legal areas: Corporate Law. Based on this registration, our lawyers are required to obtain ten training credits per calendar year in each registered principal legal practice area in accordance with the standards set by the Dutch Bar.

Complaints procedure

1. Definitions

Complaints: any written expression of dissatisfaction of or on behalf of the client towards the lawyer or the persons working under his/her responsibility regarding the conclusion and performance of a professional services agreement, the quality of the services or the amount of the fee note, not being a complaint within the meaning of paragraph 4 of the Dutch Lawyers Act (*Advocatenwet*);

Complainant: the client or its representative filling a complaint;

Complaints officer: the lawyer entrusted with the handling of the complaint;

2. Scope of application

2.1 This procedure regarding complaints is applicable to any professional services agreement (*overeenkomst van opdracht*) between the law-firm Keijzer & Cie, a private company with limited liability under Dutch law, and the client.

2.2 All lawyers of Keijzer & Cie shall ensure that the complaints will be handled in accordance with the procedure regarding claims.

3. Purpose

The purpose of this procedure regarding complaints is:

1. to record a procedure for handling any client complaints within a reasonable period of time and in a constructive manner;
2. to record a procedure for determining the causes of client complaints;
3. to improve the continuation of existing relationships through proper handling of complaints;
4. to train staff to respond to complaints in a service-minded manner; and
5. to improve the quality of services by handling and analysing complaints.

4. Information upon commencement of services

4.1 This procedure regarding claims has been disclosed publicly. Before entering into the professional services agreement, the lawyer shall point out to the client that the law firm applies a procedure regarding claims and that it is applicable to the services.

4.2. Keijzer & Cie has set forth in article 13 of its General Terms and Conditions to what independent party or authority an unresolved complaint may be submitted in order to obtain a binding decision.

5. Internal complaints procedure

5.1 if a client approaches Keijzer & Cie with a complaint, the complaint shall be forwarded to Mr. M. Keijzer, who shall act as complaints officer. In the event the complaint concerns Mr. M. Keijzer, Mr. N.A. Batist shall act as complaints officer.

5.2. the complaints officer shall notify the person who is the subject of the complaint of the fact that the complaint has been filed, and shall enable the complainant and the person who is the subject of the complaint to express their views on the complaint.

5.3 The person who is the subject of the complaint shall try to reach a solution together with the client, after intervention of the complaints officer or otherwise.

5.4 The complaints officer shall handle the complaint within four weeks after receipt of the complaint or shall notify the complainant of deviation from this period, with motivation, starting the deadline for reaching a decision on the complaint.

5.5 The complaints officer shall inform the complainant and the person who is the subject of the complaint in writing regarding the validity of the complaint, accompanied by recommendations or otherwise.

5.6 If the complaint has been handled satisfactorily, the complainant, the complaints officer and the person who is the subject of the complaint shall sign the decision on the legitimacy of the complaint.

6. Non-disclosure and free handling of the complaint

6.1 The complaints officer and the person who is the subject of the complaint shall observe confidentiality regarding the handling of the complaint.

6.2 No fees shall be charged for the handling of a complaint.

7. Responsibility

7.1 The complaints officer is responsible for a punctual handling of the complaint.

7.2 The person who is the subject of the complaint shall keep the complaints officer informed regarding any contact and a possible solution.

7.3 The complaints officer shall keep the complainant informed regarding the handling of the complaint.

7.4 The complaints officer shall keep the complaint file up to date.

8. Complaint registration

8.1 The complaints officer shall register the complaint including its subject matter.

8.2 A complaint may be subdivided into several subjects.

8.3 The complaints officer shall report periodically on the handling of complaints, and shall make recommendations in order to prevent any new complaints and to improve procedures.

8.4 At least once per year, the reports and recommendations shall be discussed at the office and submitted to a decision.