

Complaints regulations (March 2023) IJSELDIJK VAN CAPPELLE ADVOCATEN practising in Rotterdam

Article 1 definitions

- **office:** IJSELDIJK VAN CAPPELLE ADVOCATEN is not a partnership as defined by the Legal Profession regulations, but only a trading name of a strategic alliance between two separate and entirely independent law firms. The alliance named IJSELDIJK VAN CAPPELLE ADVOCATEN comprises the following two entirely independent law firms:
 - **Ijsseldijk Advocaten BV**, the professional practice of Mr J.W.T.M. Ijsseldijk, (Chamber of Commerce no. 24292857),
 - **AvanC Arbeidsrecht BV**, the professional practice of Mr A.M. van Cappelle, (Chamber of Commerce no. 54957788).
- **complaint:** any written expression of dissatisfaction by or on behalf of the client to an attorney associated with IJSELDIJK VAN CAPPELLE ADVOCATEN regarding the formulation and performance of a contract for services, the quality of the service, or the amount of an invoice, other than a complaint as defined in section 4 of the Act on Advocates;
- **complainant:** the client or their representative who makes a complaint;
- **complaints officer:** the attorney associated with IJSELDIJK VAN CAPPELLE ADVOCATEN responsible for dealing with complaints.

Article 2 scope

1. These complaints regulations apply to all contracts for services between the complainant and the professional practice with IJSELDIJK VAN CAPPELLE ADVOCATEN with which the complainant has entered into a contract.

2. Every attorney with IJSSELDIJK VAN CAPPELLE ADVOCATEN is responsible for dealing with complaints in accordance with these complaints regulations.

Article 3 information prior to commencing the service

These complaints regulations are published on the website of IJSSELDIJK VAN CAPPELLE ADVOCATEN and by reference hereto in the general conditions of IJSSELDIJK VAN CAPPELLE ADVOCATEN.

Article 4 internal complaints procedure

1. If a client files a complaint with the firm, the complaint will be forwarded to the attorney against whom the complaint is made, who thereby acts as the complaints officer.
2. The complaints officer will enable the complainant to explain their complaint.
3. The complaints officer will work with the complainant to try to reach a solution.
4. The complaints officer will decide on the complaint within one month of receipt of the complaint or explain in writing to the complainant why this will take longer and indicate the time period within which a decision on the complaint can be given.
5. The complaints officer will inform the complainant in writing of the decision regarding the justification of the complaint, which may also include recommendations.
6. If after this process a complaint is not resolved, the client may submit the complaint to the President of the Netherlands Bar or issue court proceedings.

Article 5 confidentiality and no-cost handling of complaint

1. The complaint will be treated in confidence.
2. The complainant is not liable to make any payment for the handling of their complaint.