

VONDST INTERNAL COMPLAINT PROCEDURE

The internal complaint procedure at Vondst Advocaten N.V. is as follows.

Step 1. The client submits his/her complaint to the attorney-at-law that handles the matter and the client and the attorney-at-law try to come a solution.

Step 2. If Step 1 does not lead to a satisfactory result, the client can submit his/her complaint to the complaint officer in writing explaining in detail the complaint. The 'complaint officer' is Otto Swens (otto.swens@vondst-law.com). In situation where the complaint concerns a client of Otto Swens, the complaint officer is Tjeerd Overdijk (tjeerd.overdijk@vondst-law.com).

Step 3: The complaint officer will then ask the attorney-at-law to reply in writing to the complaint, where after the complaint officer will propose a solution to both the client and the attorney-at-law.

Step 4. If no solution is achieved in Step 2 either, the client can submit his complaint to the Geschillencommissie (Conflict Committee) of the Dutch Bar Association

Vondst Advocaten N.V.
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