

COMPLAINTS HANDLING PROCEDURE OF BITTER ADVOCACY AS PER SECTION 6.28 OF THE LEGAL PROFESSION REGULATION

1. Definitions

- a. Complaint:* any written expression of dissatisfaction by or on behalf of a client against Mr J.W. Bitter (the 'Lawyer') or against persons under his responsibility
- b. Complainant:* the client or the person filing a complaint on behalf of the client
- c. Complaints Officer:* Mr J.W. Bitter

2. Scope

- 2.1. This Complaints Handling Procedure applies to all contracts for services between a client and to Bitter Advocacy.
- 2.2. The Complaints Officer ensures that the handling of complaints will be in accordance with the present complaints handling procedure.

3. Purpose

The purpose of this Complaints Handling Procedure is:

- a. to fix a procedure for the handling of claims within a reasonable period of time;
- b. to fix a procedure for the identification of the cause of a complaint;
- c. to maintain and improve the relationship with clients by an appropriate handling of Complaints;
- d. to train any assistants to deal with any Complaints in light of the client's interest;
- e. to improve the quality of services by the handling of Complaints and by the analysis thereof.

4. Information to be provided upon the commencement of the provision of services

- 4.1. This Complaints Handling Procedure shall be disclosed at the time of entering a service contract. The Lawyer will inform the client of the applicability of the referenced procedure.
- 4.2. Complaints that will remain unresolved will be submitted to the Court of The Hague having jurisdiction on the issue.

5. Complaints handling procedure

- 5.1. Any Complaint against Bitter Advocacy shall be submitted to and handled by Mr J. W. Bitter in his capacity as Complaints Officer.
- 5.2. To the extent that the Complaint is directed against another person than Mr J.W. Bitter, the Complaints Officer shall inform the person against whom the complaint is directed and the Complainant shall be given an opportunity for the complaint to be clarified.

- 5.3. The person against whom a Complaint is directed and the Complainant shall endeavour to resolve the issue directly or with the intervention of the Complaints Officer.
- 5.4. The Complaints Officer shall finalise the handling of the Complaint within four weeks from its date of receipt. A later date may be fixed by the Complaints Officer subject to an explanation to be given for his failure to respect the initial period as per the first sentence of this paragraph.
- 5.5. The Complaints Officer shall inform the Complainant and the person against whom the Complaint is directed on the merits of the Complaint in writing. The Complaints Officer may attach recommendations to his decision
- 5.6. In case the Complaint has been handled to the Complainant's satisfaction, the Complainant, the Complaints Officer and the person against whom the Complaint is directed shall sign the Complaints Officer's decision on the merits.

6. Confidentiality and data reporting

- 6.1. Complaints are handled confidentially.
- 6.2. Bitter Advocacy does not charge any fees to the Complainant for the handling of a complaint.

7. Responsibilities

- 7.1. The Complaints Officer is responsible for the timely handling of Complaints.
- 7.2. The person against whom a Complaint is directed shall inform the Complaints Officer of all contacts with the Complainant and about a potential resolution of the Complaint.
- 7.3. The Complaints Officer shall keep the Complainant informed about the handling of the Complaint.
- 7.4. The Complaints Officer keeps a register of Complaints.

8. Registration

- 8.1. The Complaints Officer shall register the Complaint and its subject matter.
- 8.2. One Complaint may have more than one subject matters.

The Hague, 18 February 2020