



Tech Law Practice Mouritz Legal

COMPLAINTS PROCEDURE

1. In this complaints procedure “complaint” means any dissatisfaction with an attorney or a person working under an attorney’s responsibility, expressed in writing by or on behalf of a client and concerning how a request for services has been dealt with, the quality of services, or the amount invoiced, other than a complaint as referred to in article 4 Attorneys’ Act (Advocatenwet).
2. This complaints procedure applies to all services provided to the client by one or more attorneys at Mouritz Legal (the “Firm”). Every attorney at The Firm will respond to complaints in accordance with this complaints procedure.
3. The purpose of this complaints procedure is to:
 - a. establish a procedure for constructively dealing with a client’s complaint within a reasonable period of time;
 - b. establish a procedure for determining the cause of a client’s complaint;
 - c. maintain and improve existing relationships by correctly dealing with complaints;
 - d. train our attorneys to respond to complaints with the client’s needs in mind;
 - e. improve the quality of the Firm’s services.
4. Every complaint will be passed on via email or registered letter to the Firm. The attorney tries to find a timely solution together with the client.
5. The attorney to whom the complaint relates shall maintain confidentiality while dealing with the complaint. The client does not owe any fee for the handling of the complaint.
6. The Firm files the complaint, specifying the subject matter.
7. This complaints’ procedure can be viewed on www.mouritzlegal.nl. Complaints that have been dealt with, but which have not been resolved may be submitted to the district court of Amsterdam, the Netherlands.