

Complaints procedure

New Paradigm Coöperatief U.A.

Date

November 4th, 2024 onwards



Article 1: Definitions

In this complaints procedure, the following terms are understood to mean:

Complaint: any written expression of dissatisfaction by or on behalf of the client towards the lawyer or persons working under their responsibility regarding the formation and execution of an assignment agreement, the quality of the services provided, the amount of the invoice, the performance or offering of extrajudicial collection activities, not being a complaint as referred to in paragraph 4 of the Dutch Act on Advocates.

Complainant: the client, their representative, or a third party with a direct interest who makes a complaint known.

Firm: New Paradigm Coöperatief U.A.

Complaints officer: the lawyer responsible for handling the complaint.

Article 2: Scope

1. This complaints procedure applies to every assignment agreement between the firm and the client.
2. Complaints from a debtor about the firm as a performer or provider of extrajudicial collection activities also fall within the scope of this complaints procedure, as referred to in Article 4, second paragraph, part b, and Article 14, third paragraph, of the Debt Collection Services Quality Act (*Wet kwaliteit incassodienstverlening*).
3. Every lawyer at the firm ensures complaint handling in accordance with the firm complaints procedure.

Article 3: Objectives

This complaints procedure aims to:

- a. establish a procedure for handling client complaints within a reasonable period in a constructive manner;
- b. establish a procedure to determine the causes of client complaints;
- c. fulfill a legal obligation, maintain and improve existing relationships through good complaint handling;
- d. train employees to respond to complaints in a client-oriented manner;
- e. improve the quality of services through complaint handling and complaint analysis.

Article 4: Information at the start of services

1. This complaints procedure has been made public. The lawyer informs the client, before starting the job, or the debtor when doing or offering collection activities, that the firm has a complaints procedure and that it applies to the services provided.
2. The firm has included in the general terms and conditions which independent party or body a complaint that has not been resolved after handling can be submitted to for a binding decision and has made this known in the assignment confirmation.
3. Complaints as referred to in Article 1 of this firm complaints procedure that have not been resolved after handling are submitted to the District Court of Amsterdam.

Article 5: Internal complaint procedure

1. If a complainant approaches the firm with a complaint, the complaint is forwarded to Victor Vandersmissen, who acts as the complaints officer.

2. The complaints officer informs the person about whom the complaint has been made and gives the complainant and the person about whom the complaint has been made the opportunity to provide an explanation.
3. The person about whom the complaint has been made tries to reach a solution together with the complainant, whether or not after the intervention of the complaints officer.
4. The complaints officer handles the complaint within four weeks of receiving the complaint or informs the complainant, stating reasons, of any deviation from this period, indicating the period within which a judgment on the complaint will be given.
5. The complaints officer informs the complainant and the person about whom the complaint has been made in writing of the judgment on the validity of the complaint, whether or not accompanied by recommendations.
6. If the complaint has been satisfactorily resolved, the complainant, the complaints officer, and the person about whom the complaint has been made sign the judgment on the validity of the complaint.

Article 6: Confidentiality and free complaint handling

1. The complaints officer and the person about whom the complaint has been made observe confidentiality during the complaint handling.
2. The complainant is not charged for the costs of handling the complaint.

Article 7: Responsibilities

1. The complaints officer is responsible for the timely handling of the complaint.
2. The person about whom the complaint has been made keeps the complaints officer informed of any contact and a possible solution.
3. The complaints officer keeps the complainant informed of the handling of the complaint.
4. The complaints officer keeps the complaint file.

Article 8: Complaint registration

1. The complaints officer registers the complaint along with the subject of the complaint.
2. A complaint can be classified into multiple subjects.
3. The complaints officer periodically reports on the handling of complaints and makes recommendations to prevent new complaints, as well as to improve procedures.
4. At least once a year, the reports and recommendations are discussed at the firm and submitted for decision making. The reports will also be published.