



Office Complaints Procedure

JANUARY 2026

Office Complaints Procedure

Definitions

In this office 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 those working under their responsibility, regarding the establishment and execution of a mandate agreement, the quality of the service, or the amount of the invoice, excluding a complaint as referred to in section 4 of the Advocates Act;
- Complainant: the client or their representative making a complaint;
- Complaints officer: the external, independent lawyer responsible for handling the complaint.

Scope

1. This office complaints procedure applies to legal services provided by Muscles B.V. trading as VAN DER KOLK LEGAL ("VDKL").
2. The lawyer ensures complaint handling in accordance with the office complaints procedure.

Objectives

This office complaints procedure aims to:

- a. Establish a procedure for handling client complaints in a timely and constructive manner;
- b. Establish a procedure for determining the causes of client complaints;
- c. Maintain and improve existing relationships through effective complaint handling;
- d. Enhance the quality of service through complaint handling and analysis.

Information at the commencement of services

1. This office complaints procedure is published on the VDKL website. Before entering into the mandate agreement, the lawyer informs the client that the office has an office complaints procedure in place and that it applies to the services provided.
2. VDKL, through the general terms and conditions, specifies the independent party or authority to which a complaint that has not been resolved after treatment can be submitted for a binding decision and communicates this to the client in the engagement confirmation.

Internal complaint procedure

1. If a client approaches the office with a complaint, the complaint will be forwarded to Mr M.V.R. Grandjean Perrenod Comtesse of Leijnse Artz law firm (Blaak 555, 3011 GB Rotterdam), who will act as the complaints officer.
2. The complaints officer shall give both the complainant and the person against whom the complaint is made the opportunity to explain their respective positions.
3. The complaints officer attempts to reach a resolution with the client.
4. The complaints officer handles the complaint within four weeks of receiving it or informs the complainant and VDKL, stating reasons, of any deviation from this period and indicating the deadline for providing an opinion on the complaint.

5. The complaints officer informs the complainant and VDKL in writing of the judgment on the validity of the complaint, with or without recommendations.
6. Where the complaint is resolved to the satisfaction of the parties, the outcome of the complaint handling shall be documented in writing. The complaints officer shall confirm the assessment of the merits of the complaint. The complainant may confirm in writing that they accept the settlement of the complaint.

Confidentiality and free complaint handling

1. The complaints officer observes confidentiality during the complaint handling process.
2. The complainant is not obligated to pay for the costs of handling the complaint.

Responsibilities

1. The complaints officer is responsible for the timely handling of the complaint.
2. The complaints officer keeps the complainant and VDKL informed about the handling of the complaint.
3. The complaints officer maintains the complaint file.

Complaint registration

1. VDKL registers the complaint along with the complaint subject.
2. A complaint may be categorized into multiple subjects.

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