

Collet Law – Office Complaints Procedure (2025 Revised Version)

Article 1 – Definitions

In this office complaints procedure, the following terms are defined as:

- Complaint: any written expression of dissatisfaction by or on behalf of a client, or by a person with a direct interest, regarding the conduct of the lawyer (mr. M.A. Collet) or the services provided by the office, including complaints within the meaning of Section 4 of the Dutch Act on Advocates (“Advocatenwet”).
- Complainant: the client, their representative, or a directly interested party submitting a complaint.
- Complaints Officer: the lawyer responsible for handling complaints. This role is fulfilled by mr. M.A.A. van Tongeren, lawyer at Marvato Legal BV, located in Bergen op Zoom.

Article 2 – Scope of Application

1. This office complaints procedure applies to every engagement between mr. M.A. Collet (Collet Law) and the client, and to all legal services provided under the email address advocaat@collet.nu or the trading name “Advocaat Collet”.
2. This procedure also applies to complaints submitted by debtors concerning non-litigation debt collection activities, as set out in Article 4(2)(b) and Article 14(3) of the Dutch Quality for Collection Services Act.
3. The Complaints Officer (mr. M.A.A. van Tongeren) is responsible for implementing this procedure.

Article 3 – Objectives

The purpose of this office complaints procedure is to:

- a. establish a transparent and constructive internal complaints process, ensuring complaints are handled within a reasonable time;
- b. identify the causes of complaints;
- c. maintain and improve long-term client relationships through appropriate complaint resolution;
- d. train office personnel (including external staff) in client-focused complaint handling;

e. use complaint analysis as a tool to improve the quality of legal services.

Article 4 – Information Provided at the Start of the Engagement

1. This office complaints procedure is publicly available. At the start of each engagement, or when providing non-litigation debt collection services, mr. M.A. Collet informs the client or debtor that this complaints procedure applies.

2. The engagement letter states that the office is affiliated with the Disputes Committee for the Legal Profession (“Geschillencommissie Advocatuur”), and the client is informed of this in advance.

3. If a complaint (within the meaning of Article 1) cannot be resolved internally, it may be submitted to:

- the Disputes Committee for the Legal Profession (Geschillencommissie Advocatuur).

Article 5 – Complaints Procedure

1. Upon receipt of a complaint, mr. M.A. Collet will forward it as soon as possible to the Complaints Officer (mr. M.A.A. van Tongeren).

2. The Complaints Officer will notify the complainant and give both the complainant and the lawyer involved the opportunity to provide an explanation.

3. The lawyer involved will make every effort to resolve the issue through consultation with the complainant, with the Complaints Officer acting as intermediary where appropriate.

4. The Complaints Officer will handle the complaint within four weeks of receipt. If more time is needed, the complainant will be informed in writing, along with an explanation and a new expected completion date.

5. The Complaints Officer will inform both the complainant and the lawyer involved, in writing, of the outcome, including whether the complaint is founded and any recommendations for improvement.

6. If the complaint is resolved to the satisfaction of all parties, the complainant, the lawyer involved, and mr. M.A. Collet will sign the written conclusion.

Article 6 – Confidentiality and Cost-Free Handling

1. The Complaints Officer and the lawyer involved must maintain confidentiality regarding the handling of the complaint.

2. The complaints procedure is free of charge for the complainant.

Article 7 – Responsibilities

1. The Complaints Officer (mr. M.A.A van Tongeren) is responsible for timely complaint handling.
2. The lawyer involved must keep the Complaints Officer informed of communication with the complainant and possible solutions.
3. The Complaints Officer must keep the complainant informed of the progress.
4. The Complaints Officer maintains the complaint file, which is archived by mr. M.A. Collet after the procedure is completed.

Article 8 – Complaint Registration

1. The Complaints Officer registers each complaint and categorises it by subject matter.
2. A complaint may fall under more than one category.
3. At least once per year, the registered complaints and recommendations are evaluated to improve processes and prevent future complaints.