

COMPLAINTS PROCEDURE

1. Genome Lawyers BV (hereinafter: “**Genome Lawyers**”)s’ mission is to deliver top quality legal services in a highly specialised field. If you, as a client, are unsatisfied with our services, we would be grateful for you to inform us so we can improve our services. You may even want to lodge a complaint via our Complaints Procedure. In this document, our Complaints Procedure is being laid down.

Definitions

2. In the context of this Complaints Procedure, the following definitions are used.
 - a. “Complaint” in the context of this: any written expression of dissatisfaction by of in the name of a client pertaining to the lawyer or the employees working under his responsibility about the establishment or the execution of an agreement, the quality of the services or the amount of the invoice, not entailing a complaint as set out in paragraph 4 of the Act on Advocates (in Dutch: “Advocatenwet”).
 - b. Complainant: the client, or its representative, notifying a Complaint.
 - c. Complaints officer: the lawyer charged with the processing of the Complaint.

Scope

3. This Complaints Procedure applies to any agreement (for professional services) between Genome Lawyers and the client.
4. Any lawyer employed by Genome Lawyers ensures processing of a Complaint according to the Complaints Procedure.

Goals

5. The goal of this Complaint Procedure is to:
 - a. Lay down a procedure to process Complaints of clients within a reasonable period and in a constructive way;
 - b. Lay down a procedure to establish the causes of complaints by clients;

- c. Maintain and improve existing client relations by way of a proper Complaints Procedure;
- d. Train employees in how to adequately handle complaints;
- e. Improve the quality of the services delivered by making use of Complaints analyses and handling of Complaints.

Public procedure

6. This Complaints Procedure has been disclosed. Before engaging Genome Lawyers, client has been notified about the Complaints Procedure which applies to the services provided.

Internal complaints procedure

7. In the event, a client lodges a Complaint with Genome Lawyers, the internal complaints officer Hanneke Later-Nijland, will be notified.
8. The complaints officer shall notify the person being the object of the Complaint and enables the person about whom has been complained to provide an explanation.
9. The person who is the object of the Complaint shall try his utmost to come to a solution with the client whether or not after intervention of the complaints officer.
10. The complaints officer shall process the Complaint within four weeks after receipt of the Complaint and shall inform the Complainant when deviating from this term, giving notice of the term within which an decision about the Complaint shall be provided.
11. The complaints officer shall inform the Complainant and the person concerned about the decision on the validity of the Complaint, whether or not accompanied with recommendations.
12. In the event that the Complaint has been handled to the satisfaction, the Complainant and the person concerned sign the decision on the validity of the Complaint.

Non-disclosure and costs involved

- 13. The complaints officer and the person concerned shall not disclose any detail about the Complaint.
- 14. The Complainant does not need to pay for the processing of the Complaint.

Responsibility

- 15. The complaints officer is responsible for the timely processing of the Complaint.
- 16. The person concerned shall update the complaints officer about any contact with the Complainant and a possible solution.
- 17. The complaints officer shall keep the Complainant updates about the processing of the Complaint.
- 18. The complaints officer keeps records of the Complaint dossier.

Complaints registration

- 19. The complaints officer registers the Complaint and the subject(s) thereof.
- 20. In the events of complaints and wherever deemed relevant, the complaints officer regularly updates the employees about the Complaints and suggests recommendations in order to prevent complaints and to improve the Complaints Procedure.

Court in Amsterdam

- 21. We shall try our best to resolve the complaint to the satisfaction of the client. Nevertheless, it is relevant to mention here that Genome Lawyers' General Terms & Conditions set out that all disputes arising from existing and future legal relations between the client and Genome Lawyers and shall be submitted to the competent court in Amsterdam, the Netherlands. These General Terms & Conditions have been made available to the client.

Contact

- d. May you have further questions concerning our Complaints Procedure, please contact us via: hanneke@genome-lawyers.com.