

## **Regulation of the client complaint procedure**

The complaints procedure for clients that we present in this article is applicable to OTIS Advocaten Spanje, commercial and brand name of Gimbrère International Advocaten S.L.P.

If you have a complaint about the management of your file, you must file it with the entity with which you have arranged and signed the professional order form. You can start this procedure by sending an email to the appropriate address:

- Gimbrère International Advocaten S.L.P. (OTIS Advocaten):  
[info@otisadvocaten.es](mailto:info@otisadvocaten.es)

### **Article 1 - Definitions.**

In this procedure or regulation of complaints, the following is understood:

1. Complaint: any written manifestation of dissatisfaction by the client or on behalf of the client towards the lawyer or the people who work under his responsibility on the execution, development and quality of the agreed service provision.
2. Subject filing the complaint: the client or the person acting on their behalf.
3. Responsible for complaint's processing the complaint: the person in charge of the office that receives the complaint will handle its processing.

### **Article 2 - Scope of application.**

1. This complaint regulation will apply to the agreements made between Gimbrère International Advocaten S.L.P. and the client.
2. Gimbrère International Advocaten S.L.P. is responsible for the complaints processing in accordance with the firm's complaint regulations.

### **Article 3 - Purpose.**

The purpose of this complaint regulation is to:

1. Establish a procedure to constructively resolve and within a reasonable time the complaints that customers may have.
2. Establish a procedure that determines the cause that has caused the complaint.

3. Preserve and improve existing relationships due to optimal management of the complaint filed.
4. Train our employees on how to react to customer complaints.
5. Improve the quality of our performance with the help of the complaints procedure and customer analysis.

**Article 4 - Information when starting the service provision agreement.**

1. The present regulation of complaints is public. Before the service provision agreement / professional order sheet takes place, the lawyer will inform the client that the firm has a complaint procedure and that it will apply to the agreement concluded.
2. Gimbrère International Advocaten S.L.P. has included in the professional assignment sheet and in its general conditions before which independent body or instance a complaint that has not been correctly resolved can be presented in order to obtain a binding decision or pronouncement, making this fact evident in the order or agreement to provide services.

**Article 5 - Internal complaints procedure.**

1. If a client approaches the Firm with a complaint, it will be forwarded to the person within the office who is responsible for handling it. This person will be the one in charge regarding the complaints.
2. The person responsible for processing the complaint will inform the person about whom the complaint was made and offer the possibility to both parties to issue clarifications on the complaint.
3. The person who receives the complaint will try to reach a solution with the person who has filed the complaint, either after the intervention of the person responsible or before.
4. The person responsible must process the complaint within 4 weeks after receipt or, otherwise, must inform the person who has filed the complaint of the reasons for not being able to resolve it within that period, indicating the period in which it will be possible to process the complaint.
5. The person responsible must inform both parties in writing of the decision on the admissibility of the complaint and, when appropriate, accompany the document with suggestions.
6. If the complaint has been satisfactorily processed, the person who has filed the complaint, the person responsible and the person on whom the complaint has been filed will sign a letter satisfactorily resolving the complaint.

**Article 6 - Confidentiality and free processing of complaints.**

1. The person responsible for processing the complaint and the person who receives it will maintain the procedure under confidentiality.
2. The procedure to file the complaint will have no cost for the person who files it.

**Article 7 - Responsibility.**

1. The person in charge of processing the complaint will be responsible for solving the complaint within the established period.
2. The person who the complaint is filed on, must keep the person responsible informed about possible communication with the client and about the possibility of reaching a solution.
3. The person in charge must keep the person filing the complaint informed about the handling of the complaint.
4. The person in charge must keep a continuous follow-up of the file.

**Article 8 – Complaints Register.**

1. The person in charge must register the complaint with its corresponding file.
2. The complaint may be classified within several files.
3. The person in charge will report periodically regarding the management of the complaint and will make recommendations to prevent new complaints and improve the procedure.
4. At least once a year, the reports and recommendations will be discussed to take decisions about it.