Office complaints procedure Barbara Hagemann, employment lawyer

Article 1 Definitions

In this office complaints procedure, the following definitions apply:

- *complaint*: any written expression of dissatisfaction by or on behalf of the client towards the lawyer or persons working under his responsibility regarding the conclusion and performance of a contract for services, the quality of the services provided or the amount of the invoice, not being a complaint as referred to in Section 4 of the Lawyers Act;
- *complainant*: the client or their representative who submits a complaint;
- *complaints officer*: the lawyer responsible for handling the complaint;

Article 2 Scope

1. This office complaints procedure applies to every contract for services between Barbara Hagemann, employment lawyer, and the client.
2. Barbara Hagemann is responsible for handling complaints in accordance with the office complaints procedure.

Article 3 objectives

The purpose of this office complaints procedure is:

a. establishing a procedure for handling client complaints in a constructive manner within a reasonable period of time;
b. establishing a procedure for determining the causes of client complaints;
c. maintaining and improving existing relationships through effective complaint handling;
d. training employees to respond to complaints in a client-oriented manner;
e. improving the quality of service provision with the help of complaint handling and complaint analysis.

Article 4 Information at the start of service provision

1. This office complaints procedure has been made public. Before entering into the contract for services, the lawyer will inform the client that the firm has an office complaints procedure and that this applies to the services provided.
2. Barbara Hagemann, employment lawyer, has included in the contract for services the independent party or body to which a complaint that cannot be resolved after handling can be submitted in order to obtain a binding decision, and has made this known in the confirmation of the assignment.
3. Complaints as referred to in Article 1 of this office complaints procedure that remain unresolved after handling are submitted to the Disputes Committee for the Legal Profession.

Article 5 internal complaints procedure

1. If a client approaches the firm with a complaint, the complaint will be forwarded to a complaints officer designated by Barbara Hagemann.
2. The complaints officer informs the person who is the subject of the complaint that a complaint has been lodged and gives both the complainant and the person who is the subject of the complaint the opportunity to explain the complaint.
3. The person who is the subject of the complaint will attempt to reach a solution together with the client, with or without the intervention of the complaints officer.
4. The complaints officer will handle the complaint within four weeks of receiving it or will notify the complainant of any deviation from this period, stating the reasons and the period within which a decision on the complaint will be made.
5. The complaints officer will inform the complainant and the person about whom the complaint was made in writing of the decision on the validity of the complaint, accompanied by recommendations if applicable.
6. If the complaint has been dealt with satisfactorily, the complainant, the complaints officer, and the person against whom the complaint was made shall sign the decision 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 shall observe confidentiality when handling the complaint.
2. The complainant shall not be liable for any costs incurred in handling the complaint.

Article 7 Responsibilities

1. The complaints officer is responsible for the timely handling of the complaint.
2. The person who is the subject of the complaint shall keep the complaints officer informed of any contact and a possible solution.
3. The complaints officer shall keep the complainant informed about the handling of the complaint.
4. The complaints officer keeps the complaint file.

Article 8 Complaint registration

1. The complaints officer registers the complaint, including the subject of the complaint.
2. A complaint can be classified under multiple subjects.
3. The complaints officer periodically reports on the handling of complaints and makes recommendations to prevent new complaints and to improve procedures.
4. At least once a year, the reports and recommendations are discussed at the office and submitted for decision-making.