



Groot &Evers

Gerechtsdeurwaarders en
Incassobureau

Complaints procedure Groot en Evers Gerechtsdeurwaarderskantoor en Incassobureau B.V

A. Concepts

1. Groot en Evers Gerechtsdeurwaarderskantoor en Incassobureau B.V., hereinafter referred to as Groot & Evers.
2. "Defendant" is understood to mean: the person against whom a complaint is submitted.
3. "Complainant" is understood to mean: the person submitting a complaint.
4. "Complaint handler" means the person referred to in Article 18 of these regulations.

B. General Provisions

1. Every person has the right to submit a complaint to Groot & Evers about the way in which they have behaved towards that person.
2. The conduct of a person working for or on behalf of Groot & Evers is regarded as conduct by Groot & Evers itself.
3. These regulations apply to the handling of written complaints that relate to behaviour by Groot & Evers towards the complainant and that meet the requirements stated in Article c of these regulations.
4. When handling complaints submitted orally, or complaints relating to behaviour towards someone other than the complainant, Groot & Evers will exercise sufficient care. Groot & Evers informs the complainant who has submitted an oral complaint of the possibility of submitting a written complaint.
5. No appeal can be lodged against a decision by Groot & Evers regarding the handling of a complaint about conduct as referred to in Article 4. If the complainant nevertheless wishes to submit the complaint to a further party, he is hereby informed of the possibility of submitting a complaint against the accused to the Chamber of Judicial Officers at the Court of Amsterdam or the National Ombudsman.
6. The handling of a complaint will almost never lead to the suspension of one or more tasks of the bailiff towards the complainant or others. With the exception of the performance of official acts in accordance with ministerial obligations.

C. Handling written complaint

1. A complaint submitted by e-mail is regarded as a written complaint.
2. A written complaint should be addressed to: Groot en Evers Gerechtsdeurwaarderskantoor en Incassobureau B.V., attn. the Managing Director, Postbus 22259, 1100 CG Amsterdam or sent by e-mail to: info@groot-evers.nl.
3. The complaint must be dated and signed and also contain at least the name and address of the complainant as well as a description of the conduct against which the complaint is directed. If the complaint is not dated, the date of receipt by Groot & Evers will be taken as the date.
4. If the complaint is sent by e-mail, a normal message will NOT suffice. A signed and scanned copy of the complaint WILL be accepted. The signature is essential for handling the complaint.



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5. The complaint must be in the Dutch language or be accompanied by a proper translation. Complaints that do not comply with this will not be processed.
6. In every phase of the complaint handling, Groot & Evers is authorised to see whether the complainant can be satisfied by an informal handling of his complaint. If Groot & Evers meets these wishes, the obligation to further apply this regulation will lapse.
7. The complaint will be confirmed in writing by Groot & Evers to the complainant within four working days of receipt.
8. Within Groot & Evers, the Chief of Bureau and/or bailiff charged with handling the complaint. The Chief of Bureau and/or bailiff can designate a person who will handle the complaint.
9. Groot & Evers is not obliged to handle a complaint that relates to conduct:
 - a. about which a complaint has already been submitted, which has been handled in accordance with these regulations;
 - b. that took place more than one year before the complaint was submitted;
 - c. against which the complainant can or could lodge any form of objection or appeal in accordance with the relevant statutory provisions;
 - d. which, by bringing proceedings, is or has been subject to the judgment of a court other than an administrative court;
 - e. as long as an investigation or prosecution is ongoing in this respect, or if the conduct forms part of the investigation of a criminal offense and an investigation or prosecution is ongoing in this respect;
10. Groot & Evers is not obligated to handle a complaint if the interest of the complainant or the weight of the conduct is manifestly insufficient, or if the complaint is manifestly unfounded or unreasonable.
11. The complainant will be notified in writing and with reasons as to why the complaint will not be processed as soon as possible, but no later than fourteen days after receipt of the notice of complaint by Groot & Evers.
12. A copy of the notice of complaint, as well as the appendices attached thereto, will be sent or handed over to the accused. A written response is requested from that person.
13. The complaint handler will give the complainant and the person whose conduct the complaint relates to the opportunity to be heard at the office of Groot & Evers or at another location to be determined by the complaint handler. This can be waived if the aforementioned persons declare that they do not wish to make use of it. A report of the conversation is drawn up by the complaint handler.
14. The complaint will be handled as much as possible within 14 days of receipt, unless circumstances arise that require an extension or postponement of the handling.
15. In principle, the treatment can be extended by a maximum of 14 days. The complainant and the accused will be notified in writing of the extension.
16. Groot & Evers will inform the complainant and the accused in writing, stating reasons, of the findings of the investigation into the complaint, as well as of any conclusions that may be attached to it.
17. The notification to the complainant mentions the possibility of submitting a complaint to the Chamber of Judicial Officers at the Court of Amsterdam as well as to the National Ombudsman, with contact details.



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D. Other

1. Groot & Evers registers all submitted written complaints and the manner in which they are handled.
2. This scheme will be announced on the website of Groot & Evers.

E. Entry into Force

This regulation enters into force on 1 December 2012 and applies to complaints submitted after the date of entry into force of this regulation, even if the conduct on which the complaint has occurred.

December 1st, 2012

Groot en Evers Gerechtsdeurwaarderskantoor en Incassobureau B.V.