

Complaints Procedure Brande & Verheij LLP

1 Definitions

1.1 In this complaints procedure the following definitions apply:

- *complaint*: any dissatisfaction with an attorney or a person working under an attorney's responsibility, expressed in writing by or on behalf of a client and concerning how a request for services has been dealt with, the quality of services, or the amount invoiced, other than a complaint as referred to in article 4 Attorneys Act (Advocatenwet).
- *complainer*: the client (or its representative) that brings the complaint to the attention of Brande & Verheij LLP;
- *klachtenfunctionaris*: the lawyer appointed by Brande & Verheij LLP in charge of handling the complaint.

2 Scope

2.1 This complaints procedure applies to all services provided to the client by Brande & Verheij LLP.

2.2 Every attorney at Brande & Verheij LLP will respond to complaints in accordance with this complaints procedure.

3 Purpose

3.1 The purpose of this complaints procedure is to:

- a. establish a procedure for constructively dealing with a client's complaint within a reasonable period of time;
- b. establish a procedure for determining the cause of a client's complaint;
- c. maintain and improve existing relationships by correctly dealing with complaints;
- d. train employees to respond to complaints with the client's needs in mind;
- e. improve the quality of services.

4 Information at the start of our services

4.1 This complaints procedure has been made publicly available at www.brandeverheij.com

4.2 Before providing services to a client, the attorney informs the client that Brande & Verheij LLP has a complaints procedure which applies to the services.

4.3 Complaints, as described in Article 1 of this complaints procedure, that have been dealt with but not resolved are submitted to the District Court of Rotterdam, the Netherlands.

5 Internal complaints procedure

- 5.1 If a client files a complaint with Brande & Verheij LLP, this complaint will be send to Jeroen van den Brande, acting as the complaints officer. In case a complaint has been lodged against Jeroen van den Brande, one of the other partners of Brande & Verheij LLP will act as the temporary complaints officer.
- 5.2 Every complaint will be passed on to the complaints officer, currently Mr B.W. Roelvink.
- 5.3 The complaints officer informs the attorney who the complaint relates to of the complaint (in so far as the attorney is not already familiar with the complaint).
- 5.4 The complaints officer gives the client and the attorney the opportunity to provide an explanation.
- 5.5 The attorney tries to find a solution together with the client, with or without the complaints officer's assistance.
- 5.6 In cases where the complaints officer deems this necessary, he can invite the client and/or the attorney at the office of Brande & Verheij LLP to discuss the complaint.
- 5.7 The complaints officer may ask both parties to make a proposal for the solution of the complaint.
- 5.8 The complaints officer sends a letter to the client and the attorney setting out his view whether the complaint was justified, and he may make recommendations.

6 Term

- 6.1 The complaints officer handles and solves the complaint within four weeks after he has received the complaint. If this deadline cannot be met, the complaints officer will inform the client (including the reasons of the delay) of this; he will also specify a new deadline for assessing the complaint.

7 Confidentiality and handling free of charge

- 7.1 The complaints officer and the attorney who the complaint relates to maintain confidentiality while dealing with the complaint.
- 7.2 The client does not owe any fee for the handling of the complaint.

8 Duties

- 8.1 The complaints officer is responsible for the timely resolution of the complaint.
- 8.2 The complaints officer keeps the client informed of the handling of the complaint.
- 8.3 The complaints officer keeps the complaint file up to date.
- 8.4 The attorney who the complaint relates to keeps the complaints officer informed of his/her contacts with the client and of any possible solution.

9 Complaints record

- 9.1 The complaints officer files the complaint, specifying the subject matter.
- 9.2 A complaint can be divided into several subject matters.