

Complaint procedure

We take all possible steps to ensure that we provide the highest quality services. The importance of a good relationship with our clients goes without saying. Nevertheless, the situation could still arise that you are unsatisfied with our services or have a complaint. We take complaints very seriously.

Should, despite our best efforts, you have a complaint, we have implemented the following complaints procedure. You can follow this complaints procedure should you have a complaint about:

- *The establishment and execution of an engagement;*
- *The quality of our services;*
- *The amount invoiced.*

Of course, you can first submit your objections to the lawyer concerned. If the issue cannot be resolved in this way, you can turn to our firm's external complaints officer, Mr H. Moltmaker (hans.moltmaker@galatea.law; +31 6 51 93 89 03), who will work with you to try to resolve the matter.

Article 1 Definitions

For the purposes of this complaints procedure, the following terms are used:

- *Complaint:* Every written expression of dissatisfaction by or on behalf of a client regarding an attorney at law or the person working under his responsibility regarding the establishment and execution of an engagement, the quality of the services provided or the amount invoiced, but not a complaint for the purposes of paragraph 4 of the Advocatenwet;
- *Complainant:* The client, or the client's representative, who submits a complaint;
- *Complaints officer:* The attorney at law who is responsible for handling the complaint.

Article 2 Scope of application

2.1 This complaints procedure applies to every engagement between Mr Zoer and the client.

2.2 Each attorney at law is responsible for ensuring that the complaint is resolved in accordance with the complaints procedure.

2.3 This complaints procedure has been published. Prior to the commencement of an engagement, the attorney at law will inform the client that Mr Zoer upholds a complaints procedure and that this procedure applies to the provision of services.

2.4 Complaints, as for the purposes of Article 1 of the Complaints Procedure, which are not resolved following the application of this Procedure, will be brought before the competent (civil) court.

Article 3 Objectives

The objectives of this Complaints Procedure are:

- a. Establishing a procedure through which clients' complaints are dealt with in a constructive manner within a reasonable period of time;
- b. Establishing a procedure to establish the cause of clients' complaints;
- c. Maintaining and improving existing relationships through handling complaints in a satisfactory manner;
- d. Training staff on how to respond to complaints in a client focused manner;
- e. Improving the quality of our services with the assistance of the Complaints Procedure and analysing complaints.

Article 4 Our Complaints Procedure

4.1 A client can send a written complaint to Mr Zoer (IJdock 21, 1013 MM, Amsterdam and/or via email to zoer@mrzoer.com), with a copy to complaints officer Mr H. Moltmaker (hans.moltmaker@galatea.law; +31 6 51 93 89 03) .

4.2 So as to ensure that a complaint can be handled as quickly as possible, a client should provide the following information when filing a complaint:

- Name, address, telephone number and email address;
- Name and number of the file in question;
- Date of the complaint;
- A clear description of the complaint;
- A copy of any documents which help to support/clarify the complaint.

4.3 The client will then receive, as soon as possible, written confirmation of receipt of the complaint. This will contain information about how the complaint will be handled.

4.4 The complaints officer will inform the individual, about whom the complaint has been made, about the existence of the complaint. The complaints officer will then provide both the client and the individual against whom the complaint has been made with the opportunity to provide their views on the matter.

4.5 The individual against whom the complaint is directed will seek, with or without the involvement of the complaints officer, to reach an amicable resolution with the client.

4.7 Within four weeks following receipt of the complaint, the complaints officer will resolve the complaint, or inform the client that a different term will apply, whilst also providing the client with a revised term within an outcome will be provided for.

4.8 The complaints officer will provide his view on the merits of the complaint, in writing, to the client and the person against whom the complaint has been filed, and may also provide recommendations.

4.9 Should the complaint be satisfactorily resolved, the view on the merits of the complaint will be signed by the client, the complaints officer and the person against whom the complaint has been made.

Article 5 Confidentiality and free complaint handling

5.1 When handling the complaint, the complaints officer and individual against whom the complaint has been filed will have full regard for the duty of confidentiality.

5.2 The complainant will not be charged any fee for the processing of the complaint.

Article 6 Responsibilities

6.1 The complaints officer is responsible for handling the complaint in a timely manner.

6.2 The individual who is the subject of the complaint will keep the complaints officer fully informed about any contact with the client and possible solutions.

6.3 The complaints officer will keep the complainant fully informed about the progress of their complaint.

6.4 The complaints officer will maintain a complaints file.

Article 7 Registration of the complaint

7.1 The complaints officer will register the complaint, including the subject of the complaint.

7.2 A complaint can be divided into multiple subjects.

7.3 The complaints officer will produce internal periodic reports about the resolution of complaints and will provide recommendations with a view to preventing new complaints, as well as improving procedures.

7.4 At least once a year the complaint reports and recommendations will be discussed internally and will be put forward for decision-making where appropriate.