

COMPLAINTS PROCEDURE

Clause 1 Definitions

In this complaint procedure:

- *complaint* means each written expression of dissatisfaction by or on behalf of the client towards the lawyer (*advocaat*) or the people working under his/her responsibility in respect of the entering into and performance of a contract for services (*overeenkomst van opdracht*), the quality of the services or the amount of the invoice, not being a complaint as referred to in section 4 of the Advocatenwet;
- *complainant* means the client or his/her representative filing a complaint;
- *complaint officer* means the lawyer (*advocaat*) charged with the handling of complaints.

Clause 2 Scope of application

1. This complaint procedure applies to each contract for services between Biesheuvel Jansen Kuster Timmerman B.V. and the client.
2. Each lawyer (*advocaat*) affiliated with Biesheuvel Jansen Kuster Timmerman B.V. will handle the complaint in accordance with this complaint procedure.

Clause 3 Objectives

The objectives of this complaint procedure are:

- a. to record a procedure for handling complaints of clients in a constructive manner within a reasonable period of time;
- b. to establish a procedure for determining the causes of complaints of clients;
- c. to preserve and improve existing relations by means of a proper complaint handling;
- d. to improve the quality of the services.

Clause 4 Information at the commencement of the services

1. This complaint procedure is published at the website of Biesheuvel Jansen Kuster Timmerman B.V. The general terms and conditions refer to this complaint procedure as well.
2. Complaints that after handling remain unresolved, may be submitted to the Amsterdam Court.

Clause 5 Complaint handling

1. All complaints filed by clients will be submitted to Quirijn Biesheuvel, who has been appointed as complaint officer. In case the complaint is made against the complaint officer in his capacity of lawyer (*advocaat*), Rutger Jansen will act as substitute complaint officer.
2. The complaint officer notifies the complaint to the lawyer (*advocaat*) in respect of whom the complaint is made and offers the complainant and the lawyer (*advocaat*) the opportunity to give their views.
3. The lawyer (*advocaat*) will attempt to come to a solution with the client, if necessary with the intermediation of the complaint officer.
4. The complaint officer deals with the complaint within four weeks from receipt of the complaint. In case this time limit is not met, the complaint officer will inform the complainant and provide an explanation

for the delay. The complaint officer will also mention a new term in which the complaint will be assessed.

5. The complaint officer informs the client and the lawyer (*advocaat*) in writing of his assessment of the validity of the complaint and can make recommendations.

Clause 6 Confidentiality and handling free of charge

1. The complaint officer and the lawyer (*advocaat*) in respect of whom the complaint is made will observe confidentiality in the complaint procedure.
2. No compensation is due by the client for the cost of handling the complaint.

Clause 7 Responsibilities

1. The complaint officer is responsible for timely handling the complaint.
2. The complaint officer keeps the client informed on the progress of the handling of the complaint.
3. The complaint officer keeps a file on the complaint.

Clause 8 Registration

1. The complaint officer registers the complaint and the subject matter of the complaint.
2. The complaints will be analysed once a year by the complaint officer.
3. If necessary, the complaint officer will make recommendations to the board of Biesheuvel Jansen Timmerman Kuster B.V. for preventing new complaints and improving the provision of services.
