

## **COMPLAINTS PROCEDURE OF BUREAU MOERDIJK B.V.**

### **Article 1 definitions**

The complaints procedure uses the following definitions:

- complaint: each written expression of displeasure by or on behalf of the client in respect of the attorney or the persons working under the attorney's responsibility regarding the entry into of the engagement and the performance of the instructions, the quality of the services or the amount of an invoice, not being a complaint within the meaning of paragraph 4 of the Dutch Attorneys Act (Advocatenwet);
- client: the client or the client's representative who makes a complaint known;
- complaints officer: the attorney in charge of handling the complaint.

### **Article 2 Scope of application**

1. The complaints procedure applies to any instructions given to Bureau Moerdijk B.V. ("**Bureau Moerdijk**").
2. Bureau Moerdijk will ensure that complaints are handled in accordance with the complaints procedure.

### **Article 3 Purpose**

The purpose of the complaints procedure is: a. to document a procedure for handling clients' complaints constructively and within a reasonable period of time; b. to document a procedure to determine the causes of clients' complaints; c. to maintain and improve existing relationships by handling complaints properly; d. to train employees to respond to complaints in a client-focused manner; e. to improve the quality of the services using the complaints procedure and complaints analysis.

### **Article 4 Information upon commencement of services**

1. This procedure has been publicly disclosed.
2. Complaints within the meaning of article 1 of this procedure that have not been resolved in accordance with this procedure will be brought before the competent court in Amsterdam.

### **Article 5 Internal complaints procedure**

1. If a client approaches the firm with a complaint, the complaint will be passed on to Ms. P.A. Moerdijk (attorney-at-law), who will act as the complaints officer.
2. The complaints officer has the right and power of substitution.
3. The complaints officer will inform the person who is the subject of the complaint about the complaint filed and will afford the client and the person who is the subject of the complaint the opportunity to express their views on the complaint.
4. The person who is the subject of the complaint will consult with the client to find a solution, either with or without the intervention of the complaints officer.
5. The complaints officer will settle the complaint within four weeks of receiving the complaint or will notify the client about a deviation from this term, stating the reasons for this deviation and stating the term within which a decision will be given on the complaint.
6. The complaints officer will inform the client and the person who is the subject of the complaint in writing about the decision concerning the validity of the complaint, which may be accompanied by recommendations.
7. If the complaint has been settled satisfactorily, the client, the complaints officer and the person who is the subject of the complaint will sign the decision concerning the validity of the complaint.

### **Article 6 Confidentiality and free complaints procedure**

1. The complaints officer and the person who is the subject of the complaint will observe confidentiality when handling the complaint.
2. The client will not owe any consideration for the costs of the complaints procedure.

**Article 7 Responsibilities**

1. The complaints officer is responsible for ensuring that complaints are settled on time.
2. The person who is the subject of the complaint will keep the complaints officer informed of any communications and a potential solution.
3. The complaints officer will keep the client apprised of the status of the complaints procedure.
4. The complaints officer will keep a complaints file.

**Article 8 Complaints registration**

1. The complaints officer will register the complaint and the issue that the complaint concerns.
2. A complaint may be divided into several issues.

Amsterdam, 1 September 2019