

Office Complaints Procedure Wolfs Advocaten B.V.

Article 1 Definitions

In this Office Complaints Procedure, a term shall be understood to mean:

- *complaint*: any written expression of dissatisfaction of or on behalf of the client towards the lawyer or the persons working under his responsibility about the establishment and the execution of an agreement of assignment, the quality of the service or the amount of the bill, not being a complaint as referred to in paragraph 4 of the Dutch Law on Advocates;
- *Complainant*: the client or his representative who makes a complaint known;
- *Complaints Officer*: the lawyer charged with handling the complaint.

Article 2 Scope of application

1. This Office Complaint Procedure shall apply to any agreement of assignment between Wolfs Advocaten and the client.
2. The complaints officer will handle complaints in accordance with this Office Complaints Procedure.
3. This complaints procedure will not apply if Wolfs Advocaten is or will be held liable in the unlikely event that the client is or will be held liable.

Article 3 The purpose of this office complaints procedure is to:

- a. the establishment of a procedure to receive complaints from clients within a reasonable period of time on a deal with this in a constructive manner;
- b. establishing a procedure to determine the causes of complaints from clients;
- c. maintaining and improving existing relationships by means of good complaint handling;
- d. improvement of the quality of the service by means of complaint handling and complaint analysis.

Article 4 Information at the start of the service provision

1. This office complaints procedure has been made public. The lawyer points out to the client that the office uses an office complaints procedure and that this applies to the service provision.
2. Wolfs Advocaten has included in the general terms and conditions that complaints as referred to in Article 1 of this office complaints procedure which cannot be resolved after examination shall be submitted to the competent court.

Article 5 Internal complaint procedure

1. If a client approaches the firm with a complaint, then the complaint will be forwarded to the complaints officer.
2. The complaints officer shall inform the person about whom a complaint has been made of the lodging of the complaint and gives the complainant and the person about whom a complaint has been made the opportunity to provide an explanation of the complaint.
3. The complaints officer shall deal with the complaint within four weeks after receipt of the complaint or shall inform the complainant of any departure from this time limit, giving reasons, with an indication of the period within which an opinion on the complaint is expected to be given.
4. The complaints officer will inform the complainant and the person about whom a complaint has been made in writing of the opinion as to whether or not the complaint is well-founded, possibly accompanied by recommendations.
5. If the complaint has been dealt with, the complainant, the complaints officer and the person about whom he is complained about the opinion on whether or not the complaint is well-founded.

Article 6 Confidentiality and complaint handling free of charge

1. The complaints officer and the person about whom a complaint has been made will take part in the complaint handling process secretly.
2. The complainant shall not be liable to pay compensation for the costs incurred in handling the complaint by the complaints officer.

Article 7 Responsibilities

1. The complaints officer shall be responsible for the timely handling of the complaint.
2. The complaints officer shall keep the complainant informed about the handling of the complaint.
3. The complaints officer shall keep the complaint file up to date.

Article 8 Complaint registration

1. The complaints officer shall register the complaint, including the subject of the complaint.
2. A complaint can be divided into several subjects.