

Legal Practice Complaints Procedure of
Weidema Van Tol

Article 1 Definitions

Terms in this office complaint procedure are defined as follows:

- *assignment agreement*: a written agreement by and between a client and Weidema Van Tol (“overeenkomst van opdracht”) describing, among others, the legal services to be provided by Weidema Van Tol;
- *attorney-at law*: a natural person admitted to The Netherlands Bar Association (“Nederlandse Orde van Advocaten”), with the title of “advocaat”;
- *complaint*: every written form of dissatisfaction from or on behalf of a client about the attorney-at law or the persons who are under his responsibility about the formation or the performance of the assignment agreement, the quality of the services or the amount of the invoice, not being a complaint in the meaning of paragraph 4 of The Netherlands Advocatenwet;
- *complainant*: the client or his/her representative who has made a complaint public;
- *complaint officer*: the attorney-at law who is assigned to handle a complaint;
- *Weidema Van Tol*: is the trade name of Mr F.L. Weidema AdvocatenPraktijk B.V., a private company with limited liability, having its registered office at Keplerstraat 34, 1171 CD, Badhoevedorp, The Netherlands registered with the commercial register of the Netherlands Chamber of Commerce under number 34145597.

Article 2 Scope

1. This office complaint procedure is applicable to every assignment agreement by and between Weidema Van Tol and the client.
2. Every attorney-at law with Weidema Van Tol ensures that complaints will be handled with in accordance with this office complaint procedure.

Article 3 Purpose

This office complaint procedure has the following aims:

- a. to lay down in writing a procedure to handle complaints within a reasonable term in a constructive way;
- b. to set out a procedure in order to determine the reasons of complaints of clients;
- c. maintain and enhance existing relations by means of a proper complaint procedure;
- d. to train employees in responding in a client orientated fashion to complaints;
- e. enhance the quality of the services with the aid of the complaint procedure and complaint analysis.

Article 4 Information at the commencement of the services

1. This office complaint procedure has been made public. Weidema Van Tol informs the client about this office complaint procedure prior to signing the assignment agreement and explains that it is applicable to the legal services provided by Weidema Van Tol.
2. The assignment agreement stipulates to which instance a complaint can be submitted in order to obtain a binding judgment if a complaint has not been solved and Weidema Van Tol will inform the client about this upon confirmation of the assignment agreement.
3. All complaints as described in Article 1 above shall, if not adequately solved, be exclusively submitted to the competent court of Amsterdam, The Netherlands.

Article 5 Internal complaint procedure

1. All office complaints are to be submitted to Mr. J. Oostenbrink (jo@wvant.com), who acts as complaint officer.
2. The complaint officer will inform the person, concerning whom a complaint has been filed about the complaint and will provide that person opportunity to provide a clarification regarding the complaint.
3. The person about whom a complaint has been filed will endeavour to reach a solution together with the client with or without the assistance of the complaint officer.
4. The complaint officer will handle the complaint within 4 weeks upon receipt thereof or will notify the complainant about the deviation of this term with reasons and inform the complainant about the term within which a judgment will be made.
5. The complaint officer informs the complainant and the person about whom a complaint has been filed in written form about his judgment of the validity of the claim, accompanied with recommendations if he desires.
6. If a complaint has been handled satisfactory, the complainant and the person about whom a complaint has been filed will sign the judgment about the validity of the claim.

Article 6 Confidentiality and free complaint procedure

1. The complaint officer and the person about whom a complaint has been filed will keep all information relating to the complaint confidential.
2. The complaint procedure is free of charge; the complainant will not be charged any fees or costs in relation hereto.

Article 7 Responsibilities

1. The complaint officer is responsible for the timely settlement of the complaint.
2. The person about whom a complaint has been filed will inform the complaint officer about any developments or any contact with the complainant and any possible solution.

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3. The complaint officer will keep the complainant informed about the settlement of his complaint.
4. The complaint officer will maintain a complaints file.

Article 8 Complaint registration

1. The complaint officer registers all complaints and the subject of the complaint.
2. A complaint can be divided in multiple subjects.