

Complaints Procedure

1. Definitions

1.1 *Fieldfisher*

Fieldfisher N.V., registered with the Dutch Chamber of Commerce under number 67983758, with its seat in Amsterdam.

1.2 *complaint*

any expression of dissatisfaction about the service provided by a lawyer or (candidate) civil law notary associated with Fieldfisher.

1.3 *complainant*

any client or representative of such client who submits a complaint to Fieldfisher.

1.4 *complaints procedure*

this present procedure for dealing with complaints.

1.5 *complaint officer*

The lawyer at Fieldfisher who has not been involved in the provision of services to the client and who has been given responsibility for handling the complaint.

1.6 *Complaints Board for Lawyers*

The board set up by the Dutch Foundation for Consumer Complaints Boards (SGC) and the Dutch Foundation for Professions and Businesses Complaints Boards (SGB) to which Fieldfisher may submit disputed and unpaid invoices and at which disputes concerning price or quality of services can be instituted if the decision on the complaint is not satisfactory.

1.7 *Rules of Procedure of the Complaints Board for Lawyers*

The Rules of Procedure which lay down the working procedure of the Complaints Board for Lawyers.

2. Submission of a complaint

2.1 The complainant shall send the complaint in writing and signed to Fieldfisher to the attention of the chairman of the board.

2.2 The complaint shall contain at least the following:

- (a) the name and address of the complainant;
- (b) the date of the complaint;
- (c) a description of the act or omission to which the complaint relates;
- (d) signature of the complainant.

2.3 Fieldfisher may decide not to accept a written complaint in the event the complaint does not comply with Article 2.2. If the complaint fails to comply with Article 2.2, the complainant shall be given the opportunity to complete the complaint within two weeks of receiving the notification by Fieldfisher, and if the complainant still fails to do so, Fieldfisher shall not handle the complaint.

3. Confirmation of receipt

- 3.1 Fieldfisher shall confirm in writing the receipt of the complaint within eight working days of receiving the complaint.
- 3.2 The confirmation of receipt shall contain:
 - (a) the name of the complaint officer;
 - (b) the course the complaints procedure will take;
 - (c) a reference to the possibility for the complainant to be heard.

4. Treatment of the complaint

- 4.1 The complaint officer shall inform the lawyer who is the subject of the complaint of the complaint and give that lawyer the opportunity to respond in writing within a particular timescale.
- 4.2 The complaint officer is entitled to obtain all the information he or she deems necessary for impartial treatment and assessment of the complaint.
- 4.3 If the complaint officer considers this necessary or if one party or both parties wish to do so, both parties will be called for an oral hearing. The complaint officer will inform the parties of the location, day and time of the oral hearing.
- 4.4 A report shall be made of the oral hearing, a copy of which will be sent to the parties at their request.

5. Deadlines

- 5.1 The complaint officer shall handle the complaint within four weeks of receipt thereof. Should there be a reason which prevents the handling of the complaint within this period, the complaint officer is entitled to extend the period, in principle for another period of four weeks. In the event a further extension is necessary, this will be communicated with accompanying reasons.
- 5.2 The decision to extend the handling period shall be notified to the parties in writing.

6. Resolution of the complaint

- 6.1 Following his or her assessment of the complaint the complaint officer shall suggest a solution.
- 6.2 In the event that the complainant does not agree to the proposed solution, the complainant may refer the complaint to the Complaints Board for Lawyers in accordance with the Rules of Procedure of the Complaints Board for Lawyers.