

KNEPPELHOUT

Complaints Procedure for the law firm of Kneppelhout & Korthals N.V.

Article 1 Definitions

In this complaints procedure, the terms below are defined as follows:

- **complaint:** every written expression of dissatisfaction from or on behalf of the client with respect to the lawyer or the persons working under his responsibility concerning the establishment and implementation of an engagement agreement, the quality of the services provided or the amount of the expense statement, but not a complaint as referred to in paragraph 4 of the Counsel Act (*Advocatenwet*);
- **complainant:** the client or his representative that makes a complaint known;
- **complaints officers:** mr. EK. (Evert-Karel) Ditvoorst (ekd@kneppelhout.nl) / mr. A. (Arnold) Birkhoff (abi@kneppelhout.nl)

Article 2 Scope of Application

- 2.1 This complaints procedure applies to every engagement agreement between Kneppelhout & Korthals N.V. and the client.
- 2.2 Every lawyer of Kneppelhout & Korthals N.V. shall bear responsibility for the handling and resolution of a complaint in accordance with the law firm's complaints procedure.

Article 3 Objectives

The objectives of this complaints procedure are to:

- a. establish and record a procedure for handling and resolving complaints from clients within a reasonable time frame in a constructive manner;
- b. establish a procedure to determine the causes of complaints lodged by clients;
- c. maintain and improve existing relationships through a good handling and resolution of complaints;
- d. train employees to respond to complaints in a client-oriented manner;
- e. improve the quality of the services provided through handling, resolving and analysing complaints.

KNEPPELHOUT

Article 4 Information at the commencement of services

- 4.1 This complaints procedure has been made public by placing it on the website of Kneppelhout & Korthals N.V. Before concluding the engagement agreement, the lawyer points out to the client that the law firm has a complaints procedure and that this procedure applies to the services it provides. The confirmation of the engagement also mentions this fact.
- 4.2 Complaints, as referred to in Article 1 of this complaints procedure, that have not been resolved after being handled are submitted only to the Court in Rotterdam.

Article 5 Internal complaints procedure

- 5.1 If a client approaches the law firm with a complaint, the complaint will be passed on to mr. EK. (Evert-Karel) Ditvoorst (ekd@kneppelhout.nl) / mr. A. (Arnold) Birkhoff (abi@kneppelhout.nl), who serve as the firm's complaints officers.
- 5.2 The complaints officer notifies the person about whom a complaint has been lodged concerning the submission of the complaint and gives the complainant and the person about whom a complaint has been lodged the opportunity to tell their side of the story.
- 5.3 The person about whom a complaint has been lodged and the client then try to come to a solution together, either with or without the mediation of the complaints officer.
- 5.4 The complaints officer resolves the complaint within four weeks after receiving the complaint or notifies the complainant that this period will be extended, giving the reason for this extension and the period within which an assessment of the complaint will be issued.
- 5.5 The complaints officer notifies the complainant and the person about whom the complaint has been lodged in writing about his assessment of the complaint's validity, sometimes accompanied by recommendations.
- 5.6 If the complaint is resolved to everyone's satisfaction, then the complainant, the complaints officer and the person about whom the complaint was lodged sign the assessment of the complaint's validity.

Article 6 Confidentiality and free handling of complaints

- 6.1 The complaints officer and the person about whom a complaint has been lodged will keep the handling of the complaint strictly confidential.
- 6.2 The complainant owes no fee for the handling of the complaint.

KNEPPELHOUT

Article 7 Responsibilities

- 7.1 The complaints officer is responsible for resolving the complaint within the prescribed time.
- 7.2 The person about whom a complaint has been lodged will keep the complaints officer informed of any contact and a possible solution.
- 7.3 The complaints officer will keep the complainant informed about the resolution of the complaint.
- 7.4 The complaints officer will keep the complaints dossier up to date.

Article 8 Registration of Complaints

- 8.1 The complaints officer registers the complaint and the subject of the complaint.
- 8.2 A complaint can be classified under several subjects.
- 8.3 The complaints officer periodically publishes a report on the resolution of the complaints and makes recommendations for the prevention of new complaints and for the improvement of procedures.
- 8.4 At least once a year, the reports and the recommendations are discussed at the firm and presented for decision-making.