

## Van Doorne N.V.'s complaint procedure for lawyers (advocatuur)

### Clause 1 – Complaint and complaint officer

1. In this complaint procedure the term "complaint" means: each written expression of dissatisfaction by or on behalf of the client towards the lawyer (*advocaat*) or the people working under his responsibility in respect of the entering into and performance of a contract for services (*overeenkomst van opdracht*), the quality of the services or the amount of the invoice, not being a complaint as referred to in Section 4 of the Advocatenwet.
2. The complaint officer is the person appointed by the management of Van Doorne, who is also a lawyer (*advocaat*) and charged with the handling of complaints against lawyers (*advocaten*) affiliated with Van Doorne.
3. If the complaint is made against the complaint officer in his capacity of lawyer (*advocaat*), the management of Van Doorne will appoint a substitute who will handle that specific complaint as temporary complaint officer.

### Clause 2 – Scope of application

1. This complaint procedure applies to each contract for services between Van Doorne and the client which is performed by one or more lawyers (*advocaten*).
2. Each lawyer (*advocaat*) affiliated with Van Doorne will handle the complaint in accordance with this complaint procedure.

### Clause 3 – Objectives

The objectives of this complaint procedure are:

- a. to record a procedure for handling complaints of clients in a constructive manner within a reasonable period of time;
- b. to establish a procedure for determining the causes of complaints of clients;
- c. to preserve and improve existing relations by means of a proper complaint handling;
- d. to coach employees to respond to complaints in a client orientated manner;
- e. to improve the quality of the services.

### Clause 4 – Information at commencement of the services

1. This complaint procedure is published at [www.vandoorne.com](http://www.vandoorne.com). Prior to entering into the contract for services, the lawyer (*advocaat*) will point out to the client that Van Doorne maintains a complaint procedure applicable to the services.
2. Complaints that after handling remain unresolved, may be submitted to the Amsterdam Court.

### Clause 5 – Complaint handling

1. Each complaint will promptly be submitted to Mrs. H.M. ten Haaft who has been appointed as complaint officer by the management of Van Doorne.
2. The complaint officer registers the complaint and the subject matter of the complaint. The complaint may consist of various subject matters.
3. The complaint officer notifies the complaint to the lawyer (*advocaat*) in respect of whom the complaint is made and offers the client and the lawyer (*advocaat*) the opportunity to give their views.
4. The lawyer (*advocaat*) will attempt to come to a solution with the client, if necessary with the intermediation of the complaint officer.
5. The complaint officer deals with the complaint within four weeks from receipt of the complaint. In case this time limit is not met, the complaint officer will inform the client and provide an explanation for the delay. The complaint officer will also mention a new term in which the complaint will be assessed.

6. The complaint officer informs the client and the lawyer (*advocaat*) in writing of his assessment of the validity of the complaint and can make recommendations. If a complaint is settled satisfactorily, the client, the complaint officer and the lawyer (*advocaat*) will sign the written report of the complaint officer on the settlement thereof.

#### **Clause 6 – Confidentiality – complaint handling free of charge**

1. The complaint officer and the lawyer (*advocaat*) in respect of whom the complaint is made will observe confidentiality in the complaint procedure.
2. No compensation is due by the client for the cost of handling the complaint.

#### **Clause 7 - Responsibilities**

1. The complaint officer is responsible for timely handling the complaint.
2. The lawyer (*advocaat*) in respect of whom the complaint is made keeps the complaint officer informed on his or her contacts with the client and a possible solution.
3. The complaint officer keeps the client informed on the progress of the handling of the complaint.
4. The complaint officer keeps a file on the complaint.

#### **Clause 8 - Evaluation**

1. The complaint officer periodically reports on the complaints handling and makes where necessary recommendations for preventing new complaints and improving the internal complaint procedure.
2. At least once a year the reports and recommendations of the complaint officer will be discussed within Van Doorne.

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