

Article 1 – Definitions

This complaints procedure uses the following definitions:

- complaint: any written expression of dissatisfaction by or on behalf of the client in respect of the attorney or persons working under the attorney's responsibility, about the conclusion or performance of a contract for services, the quality of the services, or the amount invoiced, not including complaints as meant in Paragraph 4 of the Dutch Act on Advocates (*Advocatenwet*);
- complainant: the client or their representative that files a complaint;
- complaints Officer: the attorney in charge of handling the complaint.

Article 2 – Scope of application

1. This complaints procedure applies to all contracts for services concluded between Rutgers & Posch N.V. and the client.
2. Rutgers & Posch will ensure that complaints are handled in accordance with the complaints procedure.

Article 3 – Purpose

The purpose of this complaints procedure is:

- a) to establish a procedure for handling clients' complaints within a reasonable period of time and in a constructive manner;
- b) to establish a procedure for identifying the causes of clients' complaints;
- c) to preserve and improve existing relationships by handling complaints properly;
- d) to train staff in a client-centered response to complaints ;
- e) to improve the quality of the services by handling and analysing complaints.

Article 4 – Disclosure when the services commence

1. This complaints procedure is available to the public.
2. In its general terms and conditions, Rutgers & Posch states that the firm has a complaints procedure in place that applies to its services.
3. Complaints within the meaning of Article 1 of this complaints procedure that are not resolved after the procedure has been completed will be referred to the competent court in Amsterdam.

Article 5 – Internal complaints procedure

1. If a client approaches the firm with a complaint, the complaint will be passed on to attorney S.W.A.M. Visée, who will then act as the complaints officer. The complaints officer has the right and power of substitution.
2. The complaints officer will notify the complaint to the person against whom it is addressed and will afford that the

complainant and the person against whom the complaint is addressed the opportunity to give their views about the complaint.

3. The person against whom the complaint is addressed will endeavour to reach a solution with the client, either with or without the complaints officer's assistance.
4. The complaints officer will complete the procedure for handling the complaint within 4 weeks of receiving the complaint, or else will notify the complainant of any deviation from this time limit, stating the reasons why and the new time limit within which an opinion on the complaint will be issued.
5. The complaints officer will notify the complainant and the person against whom the complaint is addressed in writing about the opinion on the merits of the complaint; that opinion might, but will not necessarily, include recommendations.
6. If the complaint is handled to the complainant's satisfaction, the complainant, the complaints officer and the person against whom the complaint is addressed will sign the opinion on the merits of the complaint.

Article 6 – Confidentiality and cost-free resolution of Complaints

1. The complaints officer and the person against whom the complaint is addressed will maintain confidentiality when handling complaints.
2. The complainant will not owe any compensation for the cost of handling the complaint.

Article 7 – Responsibilities

1. The complaints officer is responsible for the timely handling of the complaint.
2. The person against whom the complaint is addressed will keep the complaints officer apprised of any communications and a possible solution.
3. The complaints officer will keep the complainant apprised of the handling of the complaint.
4. The complaints officer maintains the complaint file.

Article 8 – Complaints registration

5. The complaints officer will register the complaint, stating the subject of the complaint.
6. Complaints may be divided into several subject matters.