

OFFICE COMPLAINTS PROCEDURE

Article 1 definitions

In this office complaints procedure, the following definitions apply:

- (a) *Clairfort*: Clairfort Lawyers Mediators and Project Attorneys (hereinafter: 'Clairfort') is a cost-partnership between Clairfort B.V. (chamber of commerce number 69535876) and the partnership Clairfort HS (chamber of commerce number 30267367) that each act for their own account and risk. In these terms and conditions Clairfort is deemed to be interpreted as either one of the aforementioned entities.
- (b) *complaint*: any written expression of dissatisfaction by or on behalf of the client against the attorney or the persons working under his responsibility about the establishment and the execution of an agreement of assignment (*overeenkomst van opdracht*), the quality of the service or the amount of the invoice, not being a (disciplinary) complaint as referred to in paragraph 4 of the Code of Attorneys (*Advocatenwet*);
- (c) *complainant*: the client or his representative who makes a complaint known;
- (d) *complaints officer*: the attorney responsible for the handling of the complaint.

Article 2 scope

1. This office complaints procedure is applicable to any agreement of assignment between Clairfort and the client.
2. Each attorney of Clairfort commits himself to handle complaints in accordance with the office complaints procedure. Each complaint will be forwarded to the complaints officer (see article 5.1 below).

Article 3 goals

This office complaints procedure aims to:

- (a) establish a procedure to handle complaints from clients within a reasonable period of time in a constructive manner;
- (b) establish a procedure to determine the causes of complaints from clients;
- (c) maintain and improve existing relationships through a proper handling of complaints;
- (d) train employees in a client oriented response to complaints;
- (e) improve the quality of the service by means of handling complaints and complaint analysis.

Article 4 information at the start of the service

1. This office complaint procedure is available via the website of Clairfort and has been declared applicable in the general conditions of Clairfort.

2. Complaints pursuant to article 1 of this office complaints procedure that are not resolved after the treatment of the complaint will be submitted to the District Court of Midden Nederland, location Utrecht.

Article 5 internal complaints procedure

1. If a client approaches the office with a complaint, the complaint will be forwarded to mr. E.J.C. van Gelderen LLM or mr. M.J.V. van Logten LLM. One of them will act as the complaints officer.
2. The complaints officer shall notify the attorney about whom is complained of the filing of the complaint and shall provide the complainant and the attorney about whom is complained with the opportunity to give an explanation to the complaint.
3. The attorney about whom is complained will try to find a solution together with the client, either with or without the intervention of the complaints officer.
4. The complaints officer handles the complaint within four weeks after the receipt of the complaint. If he derogates from this period he will state the reasons for this derogation and will indicate when a judgment of the complaint will be given.
5. The complaints officer shall inform the complainant and the attorney about whom is complained in writing of the judgment on the merits of the complaint, either or not accompanied by recommendations.
6. In the event the complaint was satisfactorily dealt with, the complainant, the complaints officer and the attorney about whom is complained will sign the judgment on the merits of the complaint.

Article 6 confidentiality and handling of complaints free of charge

1. The complaints officer and the attorney about whom is complained shall treat the handling of the complaint confidentially.
2. The complainant shall not need to pay any reimbursement for the handling of the complaint.

Article 7 responsibilities

1. The complaints officer is responsible for the timely handling of the complaint.
2. The attorney about whom is complained will keep the complaints officer informed about any contact and a possible solution.
3. The complaints officer keeps the complainant informed about the handling of the complaint.
4. The complaints officer keeps record of the complaint file.

Article 8 registration of complaints

1. The complaints officer records the complaint together with the subject of the complaint.
2. A complaint may be divided into multiple subjects.
3. The complaints officer shall periodically report on the handling of the complaints and shall make recommendations to prevent new complaints, as well as to improve procedures.
4. At least once a year the reports and the recommendations will be discussed at the office and submitted for decision-making.

Clairfort

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