

COMPLAINTS POLICY AND PROCEDURE VESTIUS ADVOCATEN BV

1. GENERAL PROVISIONS

- 1.1 For the purposes of these regulations, the following definitions shall apply:
Complaint: any written expression of dissatisfaction with the service provided by employees of Vestius Advocaten BV (hereinafter also Vestius Advocaten), made known by or on behalf of its clients;
Complainant: the client or its representative that files the complaint;
Complaints Officer: the person handling the complaint;
Employee: any person who performs work for Vestius Advocaten.
- 1.2 The complainant is not liable to pay any compensation for the costs of handling the complaint.
- 1.3 Any person has the right to complain about the manner in which an employee of Vestius Advocaten has behaved towards him or another in a particular matter.
- 1.4 Vestius Advocaten shall ensure that oral and written complaints are handled with care.
- 1.5 The complaints officer and the person complained about shall observe confidentiality in handling complaints.

2. FILING A COMPLAINT

- 2.1 The complaint should be submitted in writing to the complaints officer, being Mr. S.M. Pieroelie at the time of adoption of these complaints regulations. If Mr. S.M. Pieroelie is unable to attend or if a particular complaint concerns himself, another complaints officer will be appointed by the firm.
- 2.2 If the complaint is not submitted to the complaints officer but to an employee of Vestius Advocaten, the employee will bring the complaint to the attention of the complaints officer.
- 2.3 The complaint should include at least:
 - the name and address of the complainant;
 - the date on which the complaint was filed;
 - a description of the conduct against which the complaint is directed.
- 2.4 The complaints officer will confirm the receipt of the complaint within five working days.
- 2.5 Together with the acknowledgement of receipt the complaints officer will inform the complainant of the process of the complaints procedure.

3. HANDLING A COMPLAINT

- 3.1 The complaint will be handled by the complaints officer.
- 3.2 If a complaint is not taken up, the complainant - stating the reason - will be informed by the complaints officer.
- 3.3 When a complaint is filed, the employee against whom the complaint is directed will be informed of the complaint.
- 3.4 The complaints officer will determine whether the complainant and the person to whom the complaint relates will be heard.
- 3.5 The decision on the complaint will be communicated to the client by the complaints officer.
- 3.6 The complaints officer will settle the complaint within 4 weeks of receiving it. If necessary, the complaints officer may extend that period by 4 weeks.
- 3.7 No objection or appeal may be lodged against the decision.
- 3.8 If, in the contact with the client, the complaint is not settled satisfactorily, the client will be informed by the Complaints Officer of the possibility of submitting the matter to the Disputes Committee for the Legal Profession ('Geschillencommissie Advocatuur': www.degeschillencommissie.nl/over-ons/commissies/advocatuur). This possibility exists within 12 months after the complaint has been settled in writing by the firm.

4. ANALYSIS OF COMPLAINTS

- 4.1 Once a year, the complaints officer analyses the complaints.
- 4.2 If necessary, the complaints officer makes proposals to the management of Vestius Advocaten to improve services.

5. OTHER

- 5.1 For information on the complaints procedure, please contact the complaints officer.