

Complaint policy Adnani & Van den Eeckhout Lawyers
pertaining to article 6.28 of the Regulation of the Legal Profession

Adnani & Van den Eeckhout Lawyers makes every effort to ensure that its clients are satisfied with the services provided. Should this not be the case, we would like to hear from you at the earliest possible stage. We will then strive to find a solution with you. Should you nevertheless wish to submit a formal complaint, you may do so on the basis of the complaints procedure below.

Article 1 – Definitions

In this office complaint procedure, the following terms shall have the following meanings:

- *Adnani & Van den Eeckhout Lawyers*: Adnani & Van den Eeckhout Advocaten B.V., located at Bos en Lommerplein 280 - 5.17 in (1055RW) Amsterdam.
- *Complaint*: any written expression of dissatisfaction by or on behalf of the client towards the lawyer or the persons working under his/her responsibility about the conclusion and execution of a contract of engagement, the quality of services, the amount of the fee, the performance or offering of extrajudicial collection activities, not being a complaint as referred to in section 4 of the Lawyers Act.
- *Complainant*: the client, their representative or a third party with a direct interest who makes a complaint known.
- *Complaint Officer*: the person in charge of handling the complaint.
- *Consumer Disputes Committee for the Legal Profession*: the committee to which consumers may submit disputes relating to the conclusion or performance of contracts with Adnani & Van den Eeckhout Advocaten if the decision on the complaint does not result in satisfaction and to which Adnani & Van den Eeckhout Advocaten may submit collection disputes. More information about the Disputes Committee Consumer Lawyers can be found at www.degeschillencommissie.nl/over-ons/commissies/advocatuur/.
- *Disputes Committee for the Legal Profession Business*: the committee to which business clients (being non-consumers) may submit disputes relating to the conclusion or performance of agreements with Adnani & Van den Eeckhout Advocaten if the decision on the complaint does not result in satisfaction and to which Adnani & Van den Eeckhout Advocaten may submit collection disputes. More information about the Disputes Committee Commercial Lawyers can be found at www.degeschillencommissie.nl/over-ons/commissies/advocatuur-zakelijk/.
- *Regulations of the Disputes Committee for the Legal Profession*: the regulations governing the operation of the Consumer Disputes Committee for the Legal Profession.
- *Regulations of the Disputes Committee for the Legal Profession for Business*: the regulations governing the operation of the Disputes Committee for the Legal Profession.

Article 2 - Scope of application

1. This office complaint procedure applies to any contract for services between Adnani & Van den Eeckhout Advocaten and the client.
2. Each attorney of Adnani & Van den Eeckhout Advocaten shall take care of complaint handling in accordance with the office complaints procedure.

Article 3 - Objectives

The purpose of this office complaint policy is to:

1. Establish a procedure to deal constructively with client complaints within a reasonable time;
2. Establish a procedure for determining the causes of complaints;
3. Maintain and enhance existing relationships through proper complaint handling;
4. Train employees in client-centered response to complaints;
5. Improve service quality with complaint handling and complaint analysis.

Article 4 - Information at the start of service provision

1. This office complaint procedure is publicly available through Adnani & Van den Eeckhout's website
2. Adnani & Van den Eeckhout Lawyers refers to this complaint procedure in the general terms and conditions.
3. Complaints referred to in Article 1 that are not resolved after internal treatment may:

- a. Be submitted by consumers to the Disputes Committee for the Legal Profession for Consumers in compliance with the Rules of the Disputes Committee for the Legal Profession.
- b. Be submitted by business clients (being non-consumers) to the Disputes Committee for the Legal Profession for Business in compliance with the Rules of the Disputes Committee for the Legal Profession for Business.
- c. Be submitted by consumers and business clients to the courts in Amsterdam.

NOTE. *The handling of a complaint through the Disputes Committee for the Legal Profession Consumer and the Disputes Committee for the Legal Profession Business is generally faster than a complaint through the courts and involves lower costs. It is a low-threshold alternative to regular court proceedings. To submit a complaint to the Disputes Committee for the Legal Profession and to the Disputes Committee for the Legal Profession it is not obligated to hire a lawyer.*

Article 5 - Internal complaint procedure

1. If a complainant approaches the office with a complaint, the complaint will be directed to Ms. M. van den Eeckhout, who thereby acts as complaint officer (unless the complaint concerns Ms. M. van den Eeckhout; in which case Ms. N. Adnani acts as complaint officer). The complaint shall contain at least:
 - a. Complainant's name and address;
 - b. The date;
 - c. A description of the act or omission against which the complaint is directed.
2. Adnani & Van den Eeckhout Lawyers shall acknowledge receipt of the complaint in writing within ten business days of its receipt. The confirmation of receipt shall include:
 - a. The name of the handling complaint officer;
 - b. Proceedings;
 - c. A reference to and explanation on the opportunity to be heard.
3. The complaint officer shall notify the person complained about of the filing of the complaint and give the complainant and the person complained about an opportunity to explain the complaint.
4. The person who has been complained about tries to reach a solution together with the complainant whether or not after the intervention of the complaint officer.
5. The complaint officer shall resolve the complaint within four weeks of receipt of the complaint or notify the complainant of any deviation from this deadline with reasons, stating the time period within which an opinion on the complaint will be issued.
6. The complaint officer shall notify the complainant and the person complained against in writing of the opinion on the merits of the complaint, whether or not accompanied by recommendations.
7. If the complaint is settled satisfactorily, the complainant, the complaint officer and the person complained about shall record this in writing.

Article 6 - Confidentiality and free complaint handling

1. The complaint officer and the person complained about shall observe confidentiality in the handling of the complaint.
2. The complainant shall not be liable for the cost of handling the complaint.

Article 7 - Responsibilities

1. The complaint officer is responsible for the timely resolution of the complaint.
2. The person complained about will keep the complaint officer informed about any contact and possible resolution.
3. The complaint officer will keep the complainant informed about the resolution of the complaint.
4. The complaint officer maintains the complaint file.

Article 8 - Complaint registration

1. The complaint officer records the complaint along with the complaint subject.
2. A complaint can be divided into several topics.
3. The complaint officer reports periodically on the handling of complaints and makes recommendations to prevent new complaints, as well as to improve procedures.
4. At least once a year, reports and recommendations are discussed at the office and presented for decision.