

OFFICE COMPLAINTS REGULATION

Article 1 Introduction

If you are not satisfied with our services, we encourage you to inform the lawyer involved directly. If you are not comfortable with this, or if this does not lead to the desired effect, please contact our complaints officer who can be reached by sending an email to quirijn.biesheuvel@bjtk-law.com.

Article 2 Definitions

The following defined terms are used in this office complaints procedure:

- complaint: any written expression of dissatisfaction from or on behalf of the client directed at a lawyer or the persons working under his responsibility regarding the establishment and performance of an engagement letter, the quality of the service or the amount of the invoice, not being a complaint as referred to in paragraph 4 of the *Advocaten wet* (Counsel Act);
- complainant: the client or his representative who makes a complaint known;
- lawyer: a lawyer from Biesheuvel Jansen advocaten;
- complaints officer: the lawyer who is charged with handling the complaint.

Article 3 Scope

1. This office complaints procedure applies to every engagement letter between Biesheuvel Jansen Timmerman Kuster B.V. and the client.
2. Each lawyer handles complaints in conformance with the office complaints procedure.

Article 4 Objectives

This office complaints procedure aims to:

- a. establishing a procedure for handling complaints from clients in a constructive manner within a reasonable period of time;
- b. establishing a procedure to determine the causes of client complaints;
- c. maintaining and improving existing relationships by means of good complaints handling;
- d. train employees in responding to complaints in a client-oriented manner;
- e. improving the quality of the services by means of complaint handling and complaint analysis.

Article 5 Information at the start of the service

1. This office complaints procedure has been published on the website of Biesheuvel Jansen Kuster Timmerman B.V. Before entering into the engagement letter, the lawyer will point out to the client that deBreij uses an office complaints procedure and that this procedure applies to the services.
2. Complaints as referred to in Article 1 of this office complaints procedure that have not been resolved after handling can be submitted to the Amsterdam District Court.

Article 6 Internal complaints procedure

1. If a client approaches the office with a complaint, the complaint will be forwarded to Quirijn Biesheuvel, who will act as a complaints officer. In the event of a conflict of interest for the aforementioned complaints officer, Rutger Jansen will act as complaints officer.
2. The complaints officer notifies the person against whom the complaint is made of the filing of the complaint and offers the complainant and the person against whom the complaint has been made the opportunity to provide an explanation of the complaint.
3. The person about whom the complaint has been made will try to resolve the issue together with the client, whether or not after intervention of the complaints officer.
4. The complaints officer handles the complaint within four weeks after receipt of the complaint or, with reasons, will inform the complainant of any deviation from this period, stating the reasons and specifying the term within which an opinion will be issued regarding the complaint.
5. The complaints officer notifies the complainant and the person against whom the complaint is made of the opinion regarding the validity of the complaint in writing, whether or not accompanied by recommendations.
6. In the event that the complaint has been handled satisfactorily, the complainant, the complaints officer and the person complained about will sign the opinion regarding the validity of the complaint.

Article 7 Confidentiality and free handling of complaints

1. The complaints officer and the person about whom the complaint is made observe confidentiality during the handling of the complaint.
2. The complainant does not have to pay any compensation for the costs of handling the complaint.

Article 8 Responsibilities

1. The complaints officer is responsible for handling the complaint in time.
2. The person about whom the complaint is made keeps the complaints officer abreast of any contact and a possible solution.
3. The complaints officer keeps the complainant abreast of the complaint handling.
4. The complaints officer keeps the complaint file.

Article 9 Complaint registration

1. The complaints officer registers the complaint and the subject of the complaint.
2. Once a year, insofar as complaints have been submitted, the complaints officer analyzes the complaints.
3. If necessary, the complaints officer makes proposals to the board of Biesheuvel Jansen Timmerman Kuster B.V. to improve service.