

FD Legal Services – OFFICE COMPLAINTS HANDLING SCHEME

Article 1 definitions

In this office complaints handling scheme, the terms below shall have the following meanings: complaint: each written expression of dissatisfaction of or on behalf of the client vis-à-vis the attorney-at-law or persons employed under her responsibility regarding the conclusion and the execution of an engagement agreement, the quality of the legal services or the amount of the statement of expenses, which is not a complaint as referred to in paragraph 4 of the Counsel Act (Advocatenwet); complainant: the client or its representative which has made a complaint known; complaints officer: the attorney-at-law who is charged with settlement of the complaint;

Article 2 scope of application

1. This office complaints handling scheme is applicable to each engagement agreement with FD Legal Services.
2. FD Legal Services shall ensure that complaints shall be settled in conformity with the office complaints handling scheme.

Article 3 objectives

This office complaints handling scheme has the objective of:

1. laying down a procedure to handle complaints of clients within a reasonable period in a constructive manner;
2. laying down a procedure for the purpose of determining the cause of complaints of clients;
3. the retaining of and improvement of existing relations by means of the proper handling of complaints;
4. improving the quality of the services with the aid of handling of complaints and complaints analyses.

Article 4 information at commencement of providing of services

1. FD Legal Services points out to the client in the General Terms and Conditions that the firm has an office complaints handling scheme in place and that this is applicable to the services provided.
2. The General Terms and Conditions and the Complaints Handling Scheme are published on the website of FD Legal Services.

Article 5 internal complaints procedure

1. In the event the client approaches the office with a complaint, the complaint shall be forward to mr. F.G. van Dam, who will act on the matter as complaints officer.
2. The complaints officer shall inform the one who has been complained about of the submission of the complaint and shall provide the complainant and the one who has been complained about the opportunity to give an explanation of the complaint.
3. The one who has been complained about shall endeavour to reach a solution together with the client, whether nor not after mediation of the complaints officer.
4. The complaints officer shall settle the complaint within four (4) weeks of being in receipt of the complaint or shall give notification substantiated with reasons to the complainant of deviation from this period and specifying the period within which an opinion on the complaint is to be given.
5. The complaints officer shall inform the complainant and the one who has been

complained about in writing of the opinion on the validity of the complaint, whether or not accompanied with recommendations.

6. In the case the complaint has been settled satisfactorily, the complainant, the complaints officer and the one who has been complained about shall sign the opinion on the validity of the complaint.

Article 6 duty of confidentiality and handling of complaints free of charge

1. The complaints officer and the one complained about shall duly observe the duty of confidentiality of the complaints procedure.

2. The complainant is due no remuneration for the costs of the handling of the complaint.

Article 7 responsibilities

1. The complaints officer is responsible for the timely settlement of the complaint.

2. The one who has been complained about shall keep the complaints officer informed regarding any contact had with the complainant and a possible solution.

3. The complaints officer shall keep the complainant informed regarding the settlement of the complaint.

4. The complaints officer shall keep the complaints file up-to-date.

Article 8 registration of complaint

Each complaint shall be registered by the complaints officer, with specification of the subject of the complaint.