

## **COMPLAINTS PROCEDURE VEEM.LEGAL B.V.**

### **Article 1 Definitions**

1.1 In this complaints procedure the following definitions apply:

Complaint: any written statement of dissatisfaction on the part of or on behalf of the client towards the advocate or the persons working under his responsibility about the formation and performance of an assignment agreement, the quality of the service or the amount of the invoice, after an unsatisfactory conversation this has taken place with the advocate in charge, not being a complaint as referred to in section 4 of the Act of Advocates (“*Advocatenwet*”);

Complainant: the client or his representative who makes a complaint;

Complaints officer: the attorney charged with handling the complaint.

### **Article 2 Scope of application**

2.1 This complaints procedure applies to every assignment agreement between VEEM.Legal and the client as principal.

2.2 Every advocate of VEEM.Legal is responsible for handling complaints in accordance with the complaints procedure.

### **Article 3 Objectives**

This office complaints procedure aims to:

- a) establish a procedure for constructively handling complaints from clients within a reasonable period of time;
- b) to establish a procedure for determining the causes of complaints from clients;
- c) maintaining and improving existing relationships by means of proper complaints handling;
- d) train employees to respond to complaints in a client-oriented manner;
- e) improving the quality of the services by means of complaint handling and complaint analysis.

### **Article 4 Information at the start of services**

4.1 This complaints procedure has been made public. Before entering into the assignment agreement, the advocate points out to the client that VEEM.Legal uses a complaints procedure and that this applies to the services.

4.2 The advocate of VEEM.Legal has included in the general terms and conditions to which independent party or body a complaint that has not been resolved after handling can be submitted in order to obtain a binding decision and has stated this in the order confirmation.

4.3 Complaints as referred to in article 1.1 of this complaints procedure that have not been resolved after handling will only be submitted to the competent Dutch civil court in Amsterdam.

#### **Article 5 Internal complaints procedure**

5.1 The Complaint with which a client or his representative VEEM.Legal approached, whether or not via the email address [info@veemlegal.nl](mailto:info@veemlegal.nl), will be forwarded to the advocate of VEEM.Legal who is charged with the implementation of this internal complaints procedure, who thus acts as a Complaints Officer.

5.2 In order to be able to assess the Complaint as quickly as possible, the Complainant must provide the following information when submitting the Complaint:

- i) Name, email address and telephone number;
- ii) Name and number of the file at VEEM.Legal;
- iii) Date on which the Complainant sends the Complaint;
- iv) Clear description of the Complaint;
- v) Copies of documents clarifying the Complaint.

5.3 The Complaints Officer will inform the person against whom the complaint has been lodged of the Complaint submitted and will give the Complainant and the person against whom the complaint has been made the opportunity to explain the Complaint.

5.4 The person who is the subject of the complaint will try to find a solution together with the Complainant, whether or not after the intervention of the Complaints Officer.

5.5 The Complaints Officer will deal with the complaint within four (4) weeks after receipt of the Complaint or will inform the Complainant about deviation from this term, stating reasons, stating the term within which an opinion will be given on the Complaint.

5.6 The Complaints Officer will inform the Complainant and the person against whom the complaint has been made in writing of the decision on whether or not the complaint is justified, whether or not accompanied by recommendations.

5.7 If the Complaint has been handled satisfactorily, the Complainant, the Complaints Officer and the person against whom the complaint is made will sign the judgment on the validity of the Complaint.

#### **Article 6 Confidentiality and free complaint handling**

6.1 The Complaints Officer, any person (s) involved by the Complaints Officer in the handling of the Complaint and the person (s) about whom the Complaint has been lodged will observe confidentiality during the handling of the complaint.

6.2 The Complainant does not owe any compensation for the costs of handling the Complaint.



### **Article 7 Responsibilities**

7.1 The Complaints Officer is responsible for the temporary handling of the Complaint.

7.2 The person against whom the Complaint is made will keep the Complaints Officer informed about any contact and a possible solution.

7.3 The Complaints Officer will keep the Complainant informed about the handling of the Complaint.

7.4 The Complaints Officer keeps the complaint file up to date.

### **Article 8 Complaint registration**

8.1 The Complaints Officer will register the Complaint with the subject of the complaint.

8.2 A Complaint can be divided into several subjects.

8.3 The Complaints Officer periodically reports to the board of VEEM. Legal about the handling of Complaints and makes recommendations to prevent new complaints as well as to improve procedures.

8.4 At least once a year, the reports and recommendations are discussed at the firm and submitted for decision-making.