

Complaints procedure of Van Benthem & Keulen B.V.

Article 1 Definitions of terms

In this complaints procedure the following terms have the following meaning:

- *complaint* any written expression of discontent by or on behalf of the client against the complainee or persons performing work under the complainee's responsibility regarding the conclusion and performance of a contract for professional services, the quality of the provided services or the amount of the invoice that does not constitute a complaint within the meaning of Division 4 of the Counsel Act [Advocatenwet];
- *complainee*: the attorney, civil-law notary or deputy civil-law notary working for Van Benthem & Keulen B.V. in respect of whom the complainant submits a complaint. If the complaint concerns a person who performs work under the responsibility of an attorney, civil-law notary or deputy civil-law notary, this attorney, civil-law notary or deputy civil-law notary will be considered the complainee within the meaning of this procedure.
- *complainant*: the client or the client's representative who submits a complaint;
- *complaints officer*: mr F.P. Richel, attorney and partner of Van Benthem & Keulen B.V.;

Article 2 Scope of application

1. This complaints procedure applies to each contract for professional services between Van Benthem & Keulen B.V. and the client.
2. Each complainee will ensure that the relevant complaint is handled in accordance with this complaints procedure.

Article 3 Objectives

The objectives of this complaints procedure are:

- a. to establish a procedure for handling complaints of clients within a reasonable term in a constructive manner;
- b. to set out a procedure for determining the causes of complaints of clients;
- c. to preserve and improve existing relationships by means of good complaints handling;
- d. to improve the quality of the provided services with the aid of complaints handling.

Article 4 Information upon commencement of the provision of services

1. This complaints procedure has been made public by publication on the website of Van Benthem & Keulen (www.vbk.nl) and has been declared applicable in the general terms and conditions of Van Benthem & Keulen B.V.
2. Complaints as referred to in article 1 of this complaints procedure that have not been resolved after being handled may be submitted to the Midden-Nederland District Court. This is provided for in the general terms and conditions of Van Benthem & Keulen B.V. and Van Benthem & Keulen B.V. will ensure that its clients are sufficiently aware of the contents of these general terms and conditions.

Article 5 Internal complaints procedure

1. If a client wishes to approach Van Benthem & Keulen with a complaint, the complaint can be addressed to the complaints officer (by telephone +31 30 259 5652, or by e-mail (frankrichel@vbk.nl)).
2. The complaints officer will confirm to the complainant that the complaint has been received and will inform the complainee of the submission of the complaint. The complaints officer will give the complainant and the complainee the opportunity to comment on the complaint.

3. The complainee will attempt to reach a resolution together with the complainant. The complaints officer will have a mediating and advisory role in this.
4. The complaints officer will ensure that the complaint is handled within four weeks of receipt of the complaint or will inform the complainant in writing that this term will not be met, explaining why this is the case. In doing so, the complaints officer will state the term within which an opinion will be given on the complaint.
5. The complaints officer will inform the complainant and the complainee in writing of his opinion on the complaint, which may be accompanied by recommendations.

Article 6 Confidentiality and free-of-charge handling of complaints

1. The complaints officer and the complainee will observe confidentiality in respect of the complaints handling.
2. The complainant will not owe any fee for the costs of the handling of the complaint.

Article 7 Responsibilities

1. The complaints officer is responsible for the timely handling of the complaint.
2. The complainee will keep the complaints officer informed of any contact and a possible resolution.
3. The complaints officer will keep the complainant informed of the handling of the complaint.
4. The complaints officer will maintain the complaint file.

Article 8 Complaint registration

1. The complaints officer will register the complaint and its subject. In doing so, no personal data will be stored.