

INTERNAL COMPLAINTS PROCEDURE SILK ADVOCATEN & MEDIATORS

Article 1 definitions

In this internal complaints regulations, the following definitions apply:

- complaint: any written expression of dissatisfaction by or on behalf of the client towards the lawyer or the persons working under his responsibility about the realization and execution of an agreement for services, the quality of the services or the amount of the fee, not being a complaint as meant in paragraph 4 of the Lawyers Act;
- complainant: the client or his representative who makes a complaint known;
- complaints officer: the lawyer in charge of handling the complaint.

Article 2 scope of application

1. These internal complaints regulations apply to every contract for services between SILK Advocaten & Mediators and the client;
2. Each lawyer of SILK Advocaten & Mediators will ensure that complaints are handled in accordance with the internal complaints procedure.

Article 3 objectives

The objectives of this internal complaints procedure are:

- a. to establish a procedure for dealing with client complaints within a reasonable time 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 through proper complaint handling;
- d. train employees in client-centered response to complaints;
- e. improve the quality of service delivery through complaint handling and complaint analysis.

Article 4 information at commencement of service

1. This internal complaints procedure has been made public. Prior to entering into the agreement for services of the contract for professional services that the office has an internal complaints procedure and that this that these apply to the services provided;
2. SILK Advocaten & Mediators has included via the General Terms and Conditions to which independent party or body to which a complaint which has not been resolved after treatment may be submitted for to obtain a binding decision and has made this known in the engagement letter. Announced;
3. Complaints as referred to in article 1 of these internal complaint regulations that are not resolved after treatment will be submitted to the Disputes Committee for the Legal Profession. The regulations Disputes Committee for Legal Profession can be requested from the secretary of the committee (address: Bordewijklaan 46, 2nd floor, 2591 XR The Hague, P.O. Box 90600, 2509 LP The Hague, telephone 070- 3105310).

Article 5 internal complaint procedure

1. If a client approaches the firm with a complaint, the complaint will be forwarded to Margreet Ruijgrok, who thus acts as complaints officer;
2. The complaints officer shall notify the person about whom a complaint has been made of the filing of the complaint and will give the complainant and the person complained about the opportunity to provide an explanation of the complaint;

3. The person complained about will try to find a solution together with the client, whether or not after the intervention of the complaints officer;
4. The complaints officer will settle the complaint within four weeks after receipt of the complaint or will inform the complainant of any deviation from this deadline, stating the reasons, and stating the period within which an opinion will be given on the complaint;
5. The complaints officer will notify the complainant and the person about whom the complaint has been made in writing of the verdict on the merits of the complaint, whether or not accompanied by recommendations;
6. If the complaint is settled satisfactorily, the complainant, the complaints officer and the person about whom the complaint has been made, sign the judgment on the merits of the complaint.

Article 6 confidentiality and free complaint handling

1. The complaints officer and the person about whom a complaint has been made shall observe confidentiality in handling the complaint;
2. The complainant shall not be charged for the costs of handling the complaint.

Article 7 responsibilities

1. The Complaints Officer is responsible for the timely resolution of the complaint.
2. The person complained about will keep the complaints officer informed about any contact and a possible solution;
3. The complaint officer shall keep the complainant informed about the resolution of the complaint;
4. The complaint officer shall maintain the complaint file.

Article 8 complaint registration

1. The complaints officer will register the complaint along with the complaint subject;
2. A complaint may be divided into several subjects;
3. The complaints officer will report periodically on the handling of the complaints and will make recommendations to prevent new complaints and to improve procedures;
4. At least once a year, the reports and recommendations will be discussed at the office and submitted for decision-making.

