

Internal Complaint Procedure Bos Van der Burg Advocaten

Our office is doing everything in its power in order to be of service to you in the best possible way. However, it is possible that you are not satisfied about a certain aspect of the services provided by us. This internal complaint procedure will explain to you what your options are in this case. In the event that you are not satisfied with the establishment, the execution or the quality of the assignment given to Bos Van der Burg by yourself, or in the event that you are not satisfied with the amount mentioned on the invoice, you can submit a written complaint at Bos Van der Burg Advocaten. Your complaint shall be treated in accordance with that which has been determined in this complaint procedure. The settlement of your complaint is free of charge.

Article 1 Definition of terms

1.1 In this complaint procedure, the terms are defined as follows:

- Complaint: every written and motivated expression of dissatisfaction of a client directed against the lawyer or the people working under his responsibility about the establishment and execution of the assignment, the quality of the provided services or the amount stated on the invoices, not being a complaint as meant in paragraph 4 of the Dutch Advocatenwet.
- complainant: the client or his representative who submits a written complaint.
- complaints official: the lawyer burdened with the settlement of the complaint.

Article 2 Scope

- 2.1 This complaint procedure applies to all assignments given to Bos Van der Burg Advocaten by the client.
- 2.2 Before finalizing the agreement, the lawyer will bring the complaint procedure and the fact that it applies to the provided services, to the attention of the client.

Article 3 Goal of the Complaint Procedure

3.1 The goal of this complaint procedure is 1) to determine a procedure in order to settle complaints made by the client in a timely and constructive fashion; 2) maintenance and improvement of existing relationships by means of a correct handling of complaints; 3) improvement of the quality of the services provided by means of a complaint procedure.

Article 4 Internal Complaint Procedure

- 4.1 The client is able to submit a written complaint to mr. P.H. Bos or mr. C.M. van der Burg. Both of these lawyers are complaint officials. In the event that the complaint is not directed at a specific complaints official, the complaint shall be handled by one of the complaint officials. In the event that the complaint is about at one of the complaint officials, the complaint shall be handled by the other complaints official.
- 4.2 The complaint needs to be submitted within three months from the moment you became aware or reasonable should have become aware of the action/inaction of the lawyer which has caused your complaint. A complaint regarding (the amount stated on) an invoice needs to be submitted, motivated and in writing, to Bos Van der Burg Advocaten within 14 days from the date the invoice has been sent. In the event that the complainant does not comply with these terms, the complaint shall be deemed inadmissible and the complainant shall lose the right to submit a complaint on this subject. A complaint about an invoice shall also be deemed inadmissible when the complainant has already paid the invoice. In this event, the complainant shall also lose the right to submit a complaint.
- 4.2 The complaints official shall inform the person who the complaint is directed at and will request a motivated response to the complaint from both the complainant and the person who the complaint is directed at.

- 4.3 Together with the person who the complaint is directed at, the complaints official shall attempt to reach a solution through mediation.
- 4.4 The complaints official shall handle the complaint within four weeks from receipt of the complaint or earlier or later at his convenience.
- 4.5 The complaints official shall inform the complainant and the person who the complaint is directed at in writing about the judgement on the validity of the complaint, when necessary accompanied by recommendations.
- 4.6 The complaints official and the person who the complaint is directed at are bound to confidentiality when handling the complaint. The handling of the complaint is free of charge.

Article 5 Procedure after judgement on the complaint

- 5.1 Complaints as defined in article 1 of this complaints procedure which (after handling) are not solved to the satisfaction of the complainant have to be presented, under penalty of inadmissibility, by the complainant to the Court of The Hague within 4 weeks from the date of the written communication from the complaints official as meant in article 4.5.
