

## **COMPLAINTS REGULATIONS WINDT LE GRAND LEEUWENBURGH B.V.**

### **ARTICLE 1 - DEFINITIONS**

The following terms used in these complaints regulations shall have the following meanings:

- *complaint* a written expression of dissatisfaction by or on behalf of the client communicated as such to the attorney or the persons working under his responsibility with respect to the establishment and implementation of the services agreement, the quality of the services or the amount of the fee, not being a complaint as meant in paragraph 4 of the Dutch Attorneys Act (*Advocatenwet*);
- *complainant* the client or its representative who files a complaint; and
- *complaints officer* the attorney who is entrusted with filing, handling and settling any complaints made.

### **ARTICLE 2 - APPLICABILITY**

These complaints regulations apply to all services rendered to clients by Windt Le Grand Leeuwenburgh B.V. (Windt Le Grand Leeuwenburgh).

Each attorney associated with Windt Le Grand Leeuwenburgh shall ensure that complaints are filed, handled and settled in accordance with these complaints regulations.

### **ARTICLE 3 - PURPOSE**

The purpose of these complaints regulations are:

- (i) to establish a procedure for responding to complaints of clients in a constructive manner and within a reasonable time frame;
- (ii) to maintain and improve existing relationships through good complaints settlement;
- (iii) to train associates in a client focused response to complaints;
- (iv) to improve the quality of services through complaints handling, settlement and complaints analysis.

### **ARTICLE 4 - INFORMATION AT THE START**

These complaints regulations will be made public. Prior to the acceptance of an engagement, the attorney will inform the client of the existence of the complaints regulations which shall apply to all of the services. An explicit reference to the existence of the complaints regulations is included in the general terms and conditions of Windt Le Grand Leeuwenburgh.

In the engagement letter sent by Windt Le Grand Leeuwenburgh a provision is included with which independent party or institution complaints which remain unsettled may be filed in order to obtain a binding ruling.

Complaints as referred to in Article 1 of these complaints regulations which remain unsettled shall be submitted to the district court of Rotterdam, the Netherlands.

### **ARTICLE 5 - INTERNAL COMPLAINTS PROCEDURE**

In the event that a client files a complaint with Windt Le Grand Leeuwenburgh, the complaint shall be forwarded to R.B. Gerretsen LLM, who shall act as complaints officers. A complaint from a client of R.B. Gerretsen LLM will be forwarded to M. Windt LLM.

The complaint officers shall inform the attorney concerned of the complaint filed and will enable the attorney to respond to the complaint.

The attorney concerned will try to reach a solution with the client, with or without the assistance of the complaints officer.

The complaints officer shall handle any complaint within four (4) weeks from receipt of the complaint. If such proves impossible, the complaints officer will inform the complainant thereof setting forth the reasons for a delay in the response and informing the complainant the expected date by which the complaints officer will respond thereto.

The complaints officer will inform the complainant and the attorney concerned of his judgment on the merits of the complaint in writing, which may be accompanied by recommendations.

If the complaint is settled to the client's satisfaction, the complainant, the complaints officer and the attorney concerned will sign the judgment on the merits of the complaint.

#### **ARTICLE 6 - SECRECY AND COST FREE COMPLAINT HANDLING**

The complaints officer and the attorney concerned will adhere full secrecy when filing, handling and settling complaints.

The complainant is not indebted any fees in connection with the filing, handling and settling of complaints.

#### **ARTICLE 7 - RESPONSIBILITIES**

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

The attorney concerned will keep the complaints officer apprised of any contact and a possible solution.

The complaints officer will keep the complainant apprised on the handling and settlement on a complaint.

The complaints officer will maintain the complaint file.

#### **ARTICLE 8 - COMPLAINT REGISTRATION**

The complaints officer will register complaints referencing the subject of the complaint.

A complaint may be divided into several subjects.

The complaints officer will report periodically on the handling and settlement of complaints and will make recommendations to prevent new complaints as well as for the improvement of procedures.

At least once per year the reports and recommendations will be discussed at the office and be submitted for approval.

The private company with limited liability Windt Le Grand Leeuwenburgh B.V., established in Rotterdam, is registered with the Trade Register of the Chamber of Commerce under number 65604172, VAT number NL856182060B01.