

COMPANY COMPLAINTS PROCEDURE

Ekker Advocatuur is committed to deliver the best possible services to her clients. However, in the event of a client becoming dissatisfied about any aspect of our service, Ekker Advocatuur aims to deal with this fairly, promptly and efficiently. Ekker Advocatuur has devised this complaints procedure to ensure this will happen.

Clients retain the option to initially contact the lawyer within Ekker Advocatuur to whom the complaint is directed to resolve the complaint amongst themselves. However, if the client so chooses, he or she may also file a complaint in accordance with this complaints procedure directly.

1. These document uses the following definitions:
 - Complaint:** any written expression of dissatisfaction of or on behalf of the client towards the lawyer or the persons working under his responsibility about the conclusion and execution of an agreement of assignment, the quality of the service or the amount of the declaration, other than a complaint as referred to in paragraph 4 of the Dutch Counsel Act ('Advocatenwet');
 - Complainant:** the client or his representative who makes a complaint,
 - Complaints officer:** the lawyer in charge of handling the complaint.
2. This complaints procedure applies to every contract of assignment between Ekker Advocatuur and the client. Ekker Advocatuur will handle all complaints in accordance with the complaints procedure.
3. This complaints procedure aims to:
 - a. establish a procedure for dealing constructively with complaints from clients within a reasonable period of time;
 - b. establish a procedure for determining the causes of complaints from clients;
 - c. maintaining and improving existing relationships through good complaint handling;
 - d. train employees to respond to complaints in a client-oriented manner;
 - e. improve the quality of the service through complaint handling and complaint analysis.
4. This complaints procedure has been made public via www.ekker.legal. Before entering the contract of assignment, Ekker Advocatuur has informed the client that the firm applies a complaints procedure and that it applies to its services. Ekker Advocatuur has indicated in its general terms and conditions to which independent party or body a complaint that has not been resolved can be submitted to obtain a binding ruling and has made this known in its engagement letter. Complaints as referred to in Article 1 of this complaints procedure that have not been resolved through this procedure are submitted to the court that is competent based on the general terms and conditions of Ekker Advocatuur.
5. After a client files a complaint, the complaint will be forwarded to an external independent lawyer, who will act as a complaints officer. The complaints officer shall inform the person(s) to whom the complaint is directed and shall give the complainant and this person the opportunity to respond. The person to whom the complaint is directed will try find a solution together with

the client, if necessary, with the assistance of the complaints officer. The complaints officer shall deal with the complaint within four weeks of receipt of the complaint or, stating the reasons, inform the complainant of deviation from this period, stating the period within which an opinion on the complaint is given. The complaints officer shall inform the complainant and the person to whom the complaint is directed in writing of his/her opinion on the merits of the complaint and will give recommendations where necessary.

If the complaint has been satisfactorily dealt with, the complainant, the complaints officer and the person to whom the complaint is directed will sign the assessment regarding the validity of the complaint.

6. The complaints officer and the person to whom the complaint is directed shall observe confidentiality in the handling of the complaint. No charges will be made for the time taken to handle a complaint.
7. The complaints officer is responsible for the timely handling of the complaint. The person to whom the complaint is directed shall inform the complaints officer of any contact with the complainant and possible resolutions with regards to the complaint. The complaints officer shall keep the complainant informed of the handling of the complaint. The complaints officer keeps the complaint file.
8. The complaints officer will record the complaint along with a registration of the subject category of the complaint. The complaints officer shall periodically report on the handling of complaints and will make recommendations to prevent new complaints and to improve the complaint procedure. At least once a year, the reports and the recommendations will be reviewed.

Ekker Advocatuur is established in Amsterdam and registered at the Dutch Chamber of Commerce ('Handelsregister') under number 75086913.