

COMPLAINTS PROCEDURE LE POOLE BEKEMA

1. Article 1 Definitions

In this complaints procedure, the terms below are defined as follows:

- complaint: every written expression of dissatisfaction from or on behalf of the client with respect to the lawyer or the persons working under his responsibility concerning the establishment and implementation of an engagement agreement, the quality of the services provided or the amount of the expense statement, but not a complaint as referred to in paragraph 4 of the Counsel Act (*Advocatenwet*);
- complainant: the client or his representative that makes a complaint known;
- complaints officers: the lawyer who is responsible for handling the complaint;
- Le Poole Bekema: Le Poole Bekema B.V.
- engagement agreement: actual assignment by the complainant to Le Poole Bekema to provide one or more legal services.

2. Article 2 Scope of Application

- 2.1. This complaints procedure applies to every engagement agreement between Le Poole Bekema and the client.
- 2.2. Every lawyer of Le Poole Bekema shall bear responsibility for the handling and resolution of a complaint in accordance with the law firm's complaints procedure.

3. Article 3 Objectives

The objectives of this complaints procedure are to:

- a. establish and record a procedure for handling and resolving complaints from clients within a reasonable time frame in a constructive manner;
- b. establish a procedure to determine the causes of complaints lodged by clients;
- c. maintain and improve existing relationships through a good handling and resolution of complaints;
- d. train employees to respond to complaints in a client-oriented manner;
- e. improve the quality of the services provided through handling, resolving and analysing complaints.

4. Article 4 Information at the commencement of services

- 4.1. This complaints procedure has been made public by placing it on the website of Le Poole Bekema: www.lepoolebekema.com. Before concluding the engagement agreement, the

lawyer points out to the client that Le Poole Bekema has a complaints procedure and that this procedure applies to the services it provides.

- 4.2. A complaint may be submitted by mail or by e-mail, with a statement of reasons and supporting documents.

5. Article 5 Complaints procedure

- 5.1. If a client approaches Le Poole Bekema with a complaint, the complaint will be passed on to mr. R.S. Le Poole, who serves as the firm's complaints officer, unless the complaint is directed against mr. R.S. Le Poole. In this case mr. drs. A. Bekema will act as complaints officer.
- 5.2. The complaints officer notifies the person about whom a complaint has been lodged concerning the submission of the complaint and gives the complainant and the person about whom a complaint has been lodged the opportunity to respond and to comment in writing to the complaint.
- 5.3. The person about whom a complaint has been lodged and the client then try to come to a solution together, either with or without the mediation of the complaints officer.
- 5.4. The complaints officer resolves the complaint within four weeks after receiving the complaint or notifies the complainant that this period will be extended, giving the reason for this extension and the period within which an assessment of the complaint will be issued.
- 5.5. A complaint may lead to the following judgments: grounded, partly grounded or ungrounded.
- 5.6. The complaints officer notifies the complainant and the person about whom the complaint has been lodged in writing about his assessment of the complaint's validity, sometimes accompanied by recommendations.
- 5.7. If the complaint is resolved to everyone's satisfaction, then the complainant, the complaints officer and the person about whom the complaint was lodged sign the assessment of the complaint's validity.
- 5.8. If a complaint is not resolved satisfactorily, the complaint may be submitted to the Disputes Board of Lawyers (*Geschillencommissie Advocatuur*).

6. Article 6 Confidentiality and free handling of complaints

- 6.1. The complaints officer and the person about whom a complaint has been lodged will keep the handling of the complaint strictly confidential.
- 6.2. The complainant owes no fee for the cost of the handling of the complaint.

7. Article 7 Responsibilities

- 7.1. The complaints officer is responsible for resolving the complaint within the prescribed time.
- 7.2. The complaints officer will keep the complainant informed about the resolution of the complaint.
- 7.3. The complaints officer will keep the complaints file up to date.

8. Article 8 Registration of Complaints and evaluation

- 8.1. The complaints officer registers the complaint and the subject of the complaint.
- 8.2. A complaint can be classified under several subject matters.
- 8.3. At least once a year, the reports and the recommendations of the complaints are discussed at Le Poole Bekema and presented for decision-making.