OFFICE COMPLAINTS PROCEDURE **WORKX ADVOCATEN B.V.**

ARTICLE 1

Definitions

For the purposes of this office complaints procedure, the following definitions apply:

- *complaint:* any written expression of dissatisfaction by or on behalf of the client towards the attorney or persons working under the attorney and are responsible for the execution of the service agreement, the quality of the services provided or the amount of the invoice, not being a complaint as referred to in paragraph 4 of the Lawyer's Act (in Dutch: Advocatenwet);
- *Complainant:* the client or his representative who is filing the complaint;
- *Complaints officer*: the lawyer who is responsible for handling the complaint.

ARTICLE 2

Scope

1. This office complaints procedure applies to every service agreement between Workx advocaten and the client.
2. Every attorney at Workx advocaten is responsible for dealing with complaints in accordance with the office complaints procedure.

ARTICLE 3

Objectives

The purpose of this office complaints procedure is:

a. The establishment of a procedure to deal with complaints in a constructive way within a reasonable time and to identify the causes of the complaints;
b. Maintaining and improving existing relationships by having a good complaint procedure and improving the quality of service within this complaint procedure and complaint analysis.

ARTICLE 4

Information at the start of the service agreement

1. This office complaints procedure has been published on the website of Workx advocaten.
2. The office complaints procedure is pointed out in the disclaimer of every email from Workx advocaten, including the engagement letter (sent by email).

ARTICLE 5

Office complaints procedure

1. If a client approaches the firm with a complaint, the complaint will be forwarded to J.A. de Roos, who will act as an internal complaints officer. If the complaint concerns the services of J.A. de Roos, M. de Jong will act as a replacement complaints officer.

2. The complaints officer informs the lawyer who is the subject of the filed complaint and gives the complainant and the lawyer involved the opportunity to give an explanation of the complaint.
3. The lawyer who is involved in the complaint 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 handle the complaint within four weeks after receipt of the complaint. However, if this is for any reason not possible, the complaints officer will inform the complainant about the delay and the reason for the delay. The complainant will be informed about the period in which an evaluation of the complaint will be given.
5. The complaints officer shall inform in writing the complainant and the lawyer involved on whether the complaint is just, if necessary accompanied by recommendations.
6. If the complaint is satisfactorily handled, the complainant, the complaints officer and the lawyer involved will sign an opinion on the merits of the complaint.
7. If the complainant is not satisfied, it is possible to submit the unsolved problems to the Disputes Committee for the Legal Profession (in Dutch: Geschillencommissie Advocaten) in order to obtain a binding decision.
8. The Regulations of the Disputes Committee for the Legal Profession (in Dutch: Geschillencommissie Advocaten) will be sent to the complainant at his request and this can also be requested from the secretary of the committee: PO Box 90600, 2509 LP, The Hague.

ARTICLE 6

Confidentiality and free of charge complaint handling

1. The complaints officer and the lawyer involved shall observe confidentiality in respect of the handling of all complaints.
2. The complainant does not have to pay any compensation for the costs of handling the complaint.

ARTICLE 7

Responsibilities

1. The complaints officer is responsible for the timely handling of the complaint.
2. The lawyer involved shall keep the complaints officer informed about any contact and any possible solution.
3. The complaints officer keeps the complainant informed about the handling of the complaint.
4. The complaints officer keeps the complaints file up to date.

ARTICLE 8

Registration

1. The complaints officer registers the complaint, including the subject of the complaint.
2. The complaints officer periodically reports on the handling of the complaints and makes recommendations to prevent new complaints and also to improve the procedures.
3. At least once a year, the reports and recommendations are discussed at the office and will be presented for approval.

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