

COMPLAINTS PROCEDURE

of J.B. Leidparro B.V.

Joint Forces Legal

Article 1: Definitions

In this complaints procedure the following definitions apply:

- *the lawyer*: the lawyer ('advocaat') handling the case/file who assists and/or advises the client(s) in question;
- *Joint Forces Legal*: J.B. Leidparro B.V. also trading under the name Joint Forces Legal;
- *complaint*: any written expression of dissatisfaction by or on behalf of the client or the client's affiliate(s), other entity/entities or natural person(s) (as referred to in article 6.5 of Joint Forces Legal's general terms and conditions) for whom Joint Forces Legal may have provided (advisory) services and/or performed work in connection with or in the context of an assignment from the client towards the lawyer or the persons working under his/her responsibility with respect to the conclusion and execution of a contract of assignment, the quality of the services or the amount of the invoice, not being a complaint as referred to in paragraph 4 Dutch Lawyers Act ('Advocatenwet'), and any written expression of dissatisfaction as referred to in article 11.6 of the Privacy Statement of Joint Forces Legal;
- *complainant*: the client or an affiliate of the client, other entity or natural person (as referred to in article 6.5 of Joint Forces Legal's general terms and conditions) for whom Joint Forces Legal may have provided (advisory) services and/or performed work in connection with or in the context of an assignment from the client who has a complaint, the person who has a complaint as referred to in article 11.6 of the Privacy Statement of Joint Forces Legal or his/hers representative who makes the complaint;
- *Complaints Officer*: the person designated by Joint Forces Legal who is charged with registering and handling the complaints;
- *Privacy Statement*: the applicable Privacy Statement of Joint Forces Legal;
- *in writing*: by post or by email.

Article 2: Scope of application

- 2.1 This complaints procedure applies to every contract of assignment between Joint Forces Legal, executed or performed by one or more lawyers or the persons working under his/her responsibility, and the client and the client's affiliate(s), other entity/entities or natural person(s) (as referred to in article 6.5 of Joint Forces Legal's general terms and conditions) for whom Joint Forces Legal may have provided (advisory) services and/or performed work in connection with or in the context of an assignment from the client.
- 2.2 This complaints procedure is also applicable to complaints as referred to in article 11.6 of the Privacy Statement of Joint Forces Legal, which can be found on our website (www.jflegal.nl).
- 2.3 If the complaint is about one or more persons working under the responsibility of a lawyer, the complaint falls under the responsibility of the lawyer and is therefore directed against the lawyer as the responsible lawyer.
- 2.4 Each lawyer of Joint Forces Legal shall ensure that complaints are handled in accordance with this complaints procedure.

Article 3: Objectives

The purpose of this complaints procedure is:

- a. to establish a procedure for the constructive handling of complaints from clients and the clients' affiliate(s), other entity/entities or natural person(s) (as referred to in article 6.5 of Joint Forces Legal's general terms and conditions) for whom Joint Forces Legal may have provided (advisory) services and/or performed work in connection with or in the context of an assignment from the client and complaints as referred to in article 11.6 of the Privacy Statement within a reasonable time;
- b. to establish a procedure to determine the causes of complaints by clients and the clients' affiliate(s), other entity/entities or natural person(s) (as referred to in article 6.5 of Joint Forces Legal's general terms and conditions) for whom Joint Forces Legal may have provided (advisory) services and/or performed work in connection with or in the context of an assignment from the client and complaints as referred to in article 11.6 of the Privacy Statement;
- c. maintaining and improving existing relationships through proper complaints handling;
- d. training employees in client-focused response to complaints;
- e. improving the quality of the service by means of complaints handling and complaints analysis.

Article 4: Information at the start of the service

- 4.1 This complaints procedure has been published on our website (www.jflegal.nl).
- 4.2 Before entering into the contract of assignment the lawyer shall inform the client that Joint Forces Legal has a complaints procedure which is applicable to the services provided by Joint Forces Legal.
- 4.3 In article 16.5 of its General Terms and Conditions Joint Forces Legal has determined to which independent party or body a complaint that has not been resolved after handling can be submitted for obtaining a binding decision and has this made known in the engagement letter.
- 4.4
 - a. If the complaint handling does not lead to a solution, the complainant is authorised to submit the complaint to the Dean ('*Deken*') of The Netherlands Bar Association in Rotterdam ('*Orde van Advocaten te Rotterdam*').
 - b. If the complaint handling does not lead to a solution, the complainant is authorised to submit the complaint to the District Court in Rotterdam, the Netherlands.
 - c. Article 4.4 sub a and article 4.4 sub b of this complaints procedure apply to all complaints and disputes, notwithstanding the right of either party to file a request for budgeting of lawyers' fees ('*begrotingsverzoek*') to the Board of Supervision of the Rotterdam Bar Association ('*Raad van Toezicht van de Orde van Advocaten te Rotterdam*') pursuant to Article 32 of the Civil Charges Act ('*Wet Tarieven in Burgerlijke Zaken*'). This Act contains a procedure for determining disputed fees in civil cases.

Article 5: Filing a complaint

- 5.1 a. A client and/or an affiliate of the client, other entity or natural person (as referred to in article 6.5 of Joint Forces Legal's general terms and conditions) for whom Joint Forces Legal may have provided (advisory) services and/or performed work in connection with or in the context of an assignment from the client, who has a complaint or his/her representative can file a complaint about the performance and/or actions of the handling lawyer ("the lawyer").
- b. The person who has a complaint as referred to in article 11.6 of the Privacy Statement or his/her representative may file a complaint about it.
- 5.2 a. The complaint should be submitted in writing to, at the complainant's choice, the lawyer or Joint Forces Legal.
- b. If the complainant wishes to file the complaint not with the lawyer but with Joint Forces Legal, the complainant may send the complaint in writing to:
- Joint Forces Legal
Attn. the Secretariat
Postbox 23526
3001 KM Rotterdam
secretariaat@jfllegal.nl
- 5.3 The complaint should include at least the following information:
- the name, address, email address and telephone number of the complainant;
 - if applicable: the name, address, email address, telephone number of the complainant's representative and on whose behalf the representative is acting;
 - the name of the lawyer against whom the complaint is directed;
 - the date and description of the act or omission against which the complaint is directed;
 - the complaint must be signed by the complainant or by the complainant's representative.

Article 6: Handling complaint

- 6.1 If a client approaches the lawyer or Joint Forces Legal with a complaint, the complaint will promptly be forwarded to Mrs. E.M.Y. (Yvonne) Sørensen who will act as Complaints Officer.
- 6.2 If the complaint does not contain the information mentioned in article 5.3 of this complaints procedure, the Complaints Officer may decide not to handle the complaint due to lack of information. In that case the Complaints Officer will give the complainant the opportunity to supplement the complaint in accordance with article 5.3 of this complaints procedure, within two weeks after the Complaints Officer has notified the complainant. If no such supplement is provided, the Complaints Officer will not handle the complaint due to lack of information. The complainant will be notified of this in writing.
- 6.3 The Complaints Officer shall inform the lawyer about whom the complaint has been filed about the complaint and the content of the complaint.
- 6.4 The Complaints Officer shall give the complainant the opportunity to explain the complaint in writing and shall give the lawyer about whom the complaint has been filed the opportunity to respond to the contents of the complaint in writing, within a period determined by the Complaints Officer.
- 6.5 The lawyer about whom the complaint has been filed shall attempt to reach a solution together with the complainant, whether or not after intervention by the Complaints Officer.

- 6.6 The Complaints Officer is entitled to obtain any and all information he/she deems necessary for the proper handling and assessment of the complaint.
- 6.7 To the extent deemed necessary by the Complaints Officer, or if requested by the complainant and/or the lawyer about whom the complaint has been filed, the Complaints Officer shall summon both parties to be heard. The Complaints Officer shall determine the date, time and place and inform the parties in writing of the hearing. A written report of this hearing shall be made by the Complaints Officer, a copy of which shall be provided to the parties at the request of either party.
- 6.8 In principle, the Complaints Officer will handle the complaint within four (4) weeks of receiving the complaint. If the complaint cannot be handled within four (4) weeks, the Complaints Officer may extend this period. In the latter case the Complaints Officer will inform the complainant and the lawyer about whom the complaint has been filed, regarding the reasons for the deviation from the period of four (4) weeks and will inform them of the period within which a decision on the complaint will be made.
- 6.9 The Complaints Officer shall notify the complainant and the lawyer about whom the complaint has been filed in writing of his/her opinion on the merits of the complaint, whether or not accompanied by recommendations.
- 6.10 The Complaints Officer shall provide a written record of the arrangements made with the complainant. This written record shall be signed by the complainant, the Complaints Officer and the lawyer about whom the complaint has been filed.
- 6.11 If the complaint has been satisfactorily resolved, the complainant, the Complaints Officer and the lawyer about whom the complaint was filed shall sign the opinion on the merits of the complaint and a statement that the complaint has been satisfactorily handled.

Article 7: Confidentially and complaint handling free of charge

- 7.1 The Complaints Officer and the lawyer about whom the complaint has been filed shall observe secrecy during the handling the complaint.
- 7.2 The complainant shall not be liable to pay any compensation for the costs of handling the complaint.

Article 8: Responsibilities

- 8.1 The Complaints Officer is responsible for the timely handling of the complaint.
- 8.2 The lawyer about whom the complaint has been filed shall keep the Complaints Officer informed about any contact and a possible resolution.
- 8.3 The Complaints Officer shall keep the complainant informed about the handling of the complaint.
- 8.4 The Complaints Officer keeps the complaint file up to date.

Article 9: Registration of complaints

- 9.1 The Complaints Officer shall register the complaint along with the subject of the complaint.
- 9.2 A complaint may be divided into several subjects.
- 9.3 The Complaints Officer shall periodically report regarding the handling of the complaint(s) and shall make recommendations for the prevention of any new complaints, as well as for the improvement of procedures.
- 9.4 At least once a year the reports and recommendations from the Complaints Officer shall be discussed at the office and will be submitted for decision.

Article 10: Miscellaneous

This Complaints Procedure is drawn up in the Dutch and English languages. The Dutch text shall be binding in the event of any difference in content or tenor.

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