

Complaints procedure Lindenbaum B.V. (“Lindenbaum”)

Article 1 definitions

This complaints procedure uses the following definitions:

- *complaint*: any written expression of dissatisfaction by or on behalf of the client against the lawyer or under the responsibility of persons working on the creation and implementation of a contract for professional services, quality of service or the amount of the invoice, other than a complaint as referred to in paragraph 4 of the Attorneys’ Act (*Advocatenwet*);
- *complainant*: the client or his representative which shall make a complaint;
- *complaints officer*: the lawyer in charge of the handling of the complaint.

Article 2 scope

1. Lindenbaum’s complaints procedure is applicable to any agreement between the office and the client.
2. Each lawyer of Lindenbaum is responsible for complaints handling in accordance with the office complaints procedure.

Article 3 goals

This office complaints procedure aims to:

- a. establish a procedure to handle customer complaints within a reasonable time and in a constructive way;
- b. define a procedure to determine the causes of possible complaints from clients;
- c. maintain and improve existing relationships through good handling of complaints;
- d. train staff on responding to complaints from clients;
- e. improve the quality of services by complaint analysis.

Article 4 information at the start of the services

1. This office complaints procedure is publicly available. Before entering into an agreement, the attorney will inform the client that the office has an office complaints procedure and that this applies to the services;
2. Complaints referred to in Article 1 of this office complaint procedure that are not resolved can be submitted to the district court of Amsterdam.

Article 5 internal complaints procedure

1. If a client approaches the office with a complaint, the complaint is forwarded to mr. Damien Berkhout, which thus acts as a complaints officer. If the complaint is directed against the complaints officer or an attorney or other employee acting under his responsibility, another person will be appointed as complaints officer;
2. The complaints officer shall inform the person against whom a complaint was filed and informs the complainant that he or she is allowed to substantiate the complaint;
3. The person against whom a complaint was filed attempts to find a solution, with the client and with or without the intervention of the complaints officer;

4. The complaints officer handles the complaint within four weeks after receipt of the complaint or notifies with reason a postponement of the period, indicating a term of judgment about the complaint;
5. The complaints officer will inform the complainant and the person against whom a complaint was filed, in writing, about the decision on the merits of the complaint, whether or not including recommendations;
6. If the complaint has been satisfactorily dealt with, the complainant, the complaints officer and the person against whom a complaint was filed, sign the decision.

Article 6 Confidentiality and charges

1. The complaints officer and the person against whom a complaint was filed keep professional secrecy;
2. The complainant will not be charged for costs of the complaints' procedure.

Article 7 Responsibilities

1. The complaints officer is responsible for a timely handling of the complaint;
2. The person against whom a complaint was filed informs the complaints officer about any progress towards a possible solution;
3. The complaints officer keeps the complainant informed about the handling of the complaint;
4. The complaints officer keeps a complaint file.

Article 8 complaint registration

1. The complaints officer registers the complaint and the subject of the complaint;
2. A complaint can behold several subjects.