

Complaints procedure Winthagen Legal (pursuant to article 6.28 Verordening op de advocatuur)

1. DEFINITIONS

“Agreement” a written or electronic agreement (including but not limited to a letter or e-mail with or without attachments) between Winthagen Legal and the client regarding the provision of services by Winthagen Legal.

“Lawyer” mr N.A. Winthagen;

“Complaint” a written expression of dissatisfaction by or on behalf of the client towards the Lawyer about the conclusion and performance of Agreement, the quality of the service or the amount of the invoice, other than a complaint as referred to in paragraph 4 of the Advocatenwet;

“Complainant” the client or its representative who submits a complaint;

“Complaints officer” the Lawyer tasked with handling the complaint;

2. APPLICATION OF THE PROCEDURE

This complaints procedure applies to every Agreement between Winthagen Legal and the client. The Lawyer shall be responsible for handling complaints in accordance with this complaints procedure.

3. PURPOSE

3.1 The purpose of this complaints procedure is to:

3.1.1 establishing a procedure for constructively handling complaints from clients within a reasonable period of time;

3.1.2 establish a procedure to determine the causes of complaints from clients;

3.1.3 maintain and improve existing relationships by means of proper complaints handling;

3.1.4 continuously train the Lawyer to respond to complaints in a client-oriented manner;

3.1.5 improve the quality of the service with the aid of complaint handling and complaint analysis.

4. INFORMATION PROVIDED PRIOR TO THE PROVISION OF SERVICES

4.1 This complaints procedure has been made public. The Lawyer has informed the client prior to the provision of services that Winthagen Legal uses a complaints procedure which applies to the services rendered by Winthagen Legal.

4.2 The Agreement identifies the legal institution (i.e. the District Court of Amsterdam) to which a complaint that remains unresolved after completing the complaints procedure can be submitted to obtain a binding decision.

5. INTERNAL COMPLAINTS PROCEDURE

5.1 A complaint submitted by a client shall be handled by the Lawyer who shall service as the Complaints officer.

5.2 The Complaints officer shall request the client and the client shall be required to elaborate on the complaint with sufficient detail.

5.3 The Complaints officer will handle the complaint within four weeks of receipt of the complaint. If the complaints officer is unable to handle the claim within such timeframe, he will inform the client

about the additional time required to handle the claim together with the reasons for deviating from the initial term.

5.4 If the complaint has been handled satisfactorily, the Complainant and the Complaints officer shall confirm the same in writing. If the complaint is not resolved the Complaints officer will provide the Complainant with a document containing the Complaints officers' conclusion regarding the validity of the complaint.

6. CONFIDENTIALITY AND NO CHARGE

6.1 The Complaints officer shall safeguard confidentiality during the complaints handling procedure.

6.2 The Complainant shall not be charged for the complaint handling procedure.

7. RESPONSIBILITIES

7.1 The Complaints officer is responsible for the timely handling of the complaint.

7.2 The Complaints officer will keep the Complainant updated on the handling of the complaint.

7.3 The Complaints officer will keep the complaints file updated.

8. REGISTRATION OF COMPLAINTS

8.1 The Complaints officer shall register and analyse complaints and use the outcome of such analysis to periodically improve and update its processes and procedures and to prevent future complaints from clients.