

## **COMPLAINTS PROCEDURE**

### **VAN KAAM IP & MEDIA**

#### **Article 1 Definitions**

The terms used in this complaints procedure shall have the following meanings:

- *complaint*: any written expression of dissatisfaction by or on behalf of the client against a lawyer or a person working under his responsibility about the development and the performance of an agreement for the provision of services, the quality of the service or the invoice amount, other than a complaint as referred to in paragraph 4 of the Dutch Lawyers Act;
- *complainant*: the client or his representative who files the complaint;
- *complaints officer*: the lawyer(s) charged with handling the complaint.

#### **Article 2 Scope**

1. This complaints procedure is applicable on every agreement for the provision of services concluded between Van Kaam IP & Media ('VKA') and the client.
2. Every lawyer of VKA is responsible for handling complaints in accordance with the complaints procedure.

#### **Article 3 Objectives**

The objectives of this complaints procedure are:

- a. laying down a procedure to handle complaints from clients in a constructive way within a reasonable timeframe;
- b. laying down a procedure to ascertain the cause of complaints from clients;
- c. maintaining and improving existing relations through proper handling of complaints;
- d. training employees in responding on complaints in a client friendly way;
- e. improvement of the quality of services by handling and analysing the complaints.

#### **Article 4 Information with the start of the services**

1. This complaints procedure is disclosed. The lawyer points out to the client before entering into an agreement that the office has a complaints procedure that applies on the provision of services.
2. Complaints as defined in Article 1 of this complaints procedure which will not be resolved will be submitted before the competent judge of the District Court of Amsterdam.

#### **Article 5 Internal complaints procedure**

1. When the client approaches VKA with a complaint, the complaint will be passed on to Bertil van Kaam and/or Remco Klöters, who will thereby act as a complaints officer.
2. The complaints officer shall notify the person complained about of the filed complaint and shall give the complainant and the person he complained about the opportunity to provide an explanation.
3. The person complained about shall endeavour to come to a solution with the client with or without the intervention of the complaints officer.
4. The complaints officer will handle the complaint within four weeks after receiving the complaint or will notify the complainant with a motivation about the derogation of this term thereby indicating a time limit in which an opinion on the complaint will be given.
5. The complaints officer shall inform the complainant and the person complained about in writing about the opinion on the validity of the complaint, with or without any recommendations.
6. If the complaint is handled satisfactorily, the complainant, the complaints officer and the person complained about shall sign the opinion on the validity of the complaint.

**Article 6 Confidentiality and free handling of complaints**

1. The complaints officer and the person complained about will handle the complaint with due observance of confidentiality.
2. The complainant is not required to pay any costs with regard to the complaints process.

**Article 7 Responsibilities**

1. The complaints officer must arrange for timely handling of the complaint.
2. The person complained about will keep the complaints officer posted about any contact with the client and any possible solution.
3. The complaints officer will keep the complainant posted about the handling of his complaint.
4. The complaints officer will keep up the complaints file.

**Article 8 Complaint registration**

1. The complaints officer shall register the complaint accompanied with the subject thereof.
2. A complaint can be divided into multiple subjects.

This complaints procedure is a translation of the "Kantoorklachtenregeling Van Kaam advocaten". In the event of any difference between these two complaints procedures, the Dutch text will prevail.

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