

PALLAS ATTORNEYS-AT-LAW B.V. OFFICE COMPLAINTS PROCEDURE

Article 1 Definitions

In this office complaints procedure, the below terms are understood to carry the following definitions:

- *complaint*: each written expression of dissatisfaction of or on behalf of the client with respect to the lawyer or the individuals working under his/her responsibility, regarding the realisation and the performance of the agreement for services, the quality of the service or the amount of the fee statement and not a complaint as is set out in paragraph 4 of the Counsel Act (in Dutch: Advocatenwet);
- *complainant*: the client or their representative, who issues a complaint;
- *complaints officer*: the lawyer charged with settling the complaint.

Article 2 Scope of applicability

1. This office complaints procedure applies to every agreement for service between Pallas Attorneys-at-Law B.V. and the client.
2. Each lawyer employed by Pallas Attorneys-at-Law B.V. ensures that complaints are handled in accordance with the office complaints procedure.

Article 3 Objectives

The objectives of this office complaints procedure are as follows:

1. to record a procedure to settle complaints issued by clients within a reasonable term and in a constructive manner;
2. to record a procedure to determine the causes of complaints issued by clients;
3. to maintain and improve existing relationships by way of a satisfactory complaint handling procedure;
4. to train staff in responding to complaints in a client-oriented manner;
5. to improve of the quality of services by way of the settlement and analysis

of complaints.

Article 4 Information upon an application for services

1. This office complaints procedure has been made public.
2. Complaints, as defined under Article 1 of this office complaints procedure, that have not been resolved following the settlement process, shall be presented to the civil court.

Article 5 Internal complaints procedure

1. Should a client approach the office with a complaint, the complaint shall be passed on to the management of Pallas Attorneys-at-Law B.V. One of the managers of Pallas Attorneys-at-Law B.V. shall act as the complaints officer.
2. Should the complaint submitted by a client concern one of the managers of Pallas Attorneys-at-Law B.V., the manager in question may not act as the complaints officer.
3. The complaints officer will inform the individual that is the subject of the complaint thereof and shall provide the complainant and the individual that is the subject of the complaint with the opportunity to comment on the complaint.
4. The individual that is the subject of the complaint shall endeavour to arrive at a solution with the client, with or without the intervention of the complaints officer.
5. The complaints officer will resolve the complaint within four weeks of its receipt. Alternatively, he/she will inform the complainant that this term will be exceeded, reporting the reasons therefor and supplying the term within which an assessment of the complaint will be given.
6. The complaints officer will inform the complainant and the individual that is the subject of the complaint in writing of the assessment of the validity of the complaint, possibly together with one or more recommendations.

7. Should the complaint have been satisfactorily resolved, the complainant, the complaints officer and the individual that is the subject of the complaint will sign the assessment of the validity of the complaint, or that of its groundlessness.

Article 6 Confidentiality and complaint handling at no charge

1. Within the context of complaint handling, the complaints officer and the individual that is the subject of the complaint shall observe a policy of confidentiality.
2. The complainant is owed no compensation for the costs of handling the complaint.

Article 7 Responsibilities

1. De complaints officer is responsible for settling the complaint in good time.
2. The individual that is the subject of the complaint shall keep the complaints officer informed of any contact and of any possible solutions.
3. The complaints officer shall keep the complainant informed of the process of settling the complaint.
4. The complaints officer shall keep the complaint file up to date.

Article 8 Complaint registration

1. The complaints officer will register the complaint and make note of its subject.
2. A complaint may concern multiple subjects.