

Meijburg Legal Company Complaints Procedure

Meijburg Legal Complaints Procedure for complaints against attorneys at law and civil-law notaries

Article 1. Complaint

1. For the purposes of this complaints procedure, 'complaint' is defined as: each written expression of dissatisfaction from or on behalf of a client toward an attorney at law or civil-law notary about the conclusion and the performance of an engagement letter, the quality of the services provided or the amount billed, not being a complaint as referred to in section 4 of the Act on Advocates or in Title IX of the Civil-Law Notaries Act.
2. For the purposes of this complaints procedure, attorneys at law and civil-law notaries are also understood to mean the people who work under the responsibility of the attorneys at law and civil-law notaries. Civil-law notaries also includes junior civil-law notaries and assigned civil-law notaries.

Article 2. Scope

1. The complaints procedure applies to each engagement letter drawn up between Meijburg Legal and the client and performed by one or more attorneys at law or civil-law notaries.
2. Each attorney at law or civil-law notary of Meijburg Legal will respond to complaints in accordance with this complaints procedure.
3. In addition to this complaints procedure, the Royal Dutch Association of Civil-Law Notaries' Regulation on the Complaints and Dispute Settlement Scheme for the Notarial Profession applies to the services provided by the civil-law notaries of Meijburg Legal.

Article 3. Purpose

The purpose of this complaints procedure is to:

- a. establish a procedure for resolving complaints from clients in a constructive manner and within a reasonable period of time;
- b. establish a procedure to determine the causes of client complaints;
- c. maintain and improve existing relationships by dealing appropriately with complaints;
- d. train staff to respond to complaints in a client-oriented manner;
- e. improve the quality of the services provided.

Article 4. Information upon the commencement of the services

This complaints procedure is published on the website of Meijburg Legal. Before concluding the engagement letter the attorney at law or civil-law notary will, with reference to the General Terms and Conditions of Meijburg Legal, inform the client that the company has a complaints procedure and that it applies to the services provided.

Article 5. Internal procedure

1. Each complaint will be forwarded to the Complaints Officer appointed by the Managing Board of Meijburg Legal. If the complaint concerns the Complaints Officer in their role as attorney at law or civil-law notary, the Managing Board of Meijburg Legal will appoint a substitute.
2. The Complaints Officer will inform the attorney at law or civil-law notary against whom a complaint has been made about the complaint and will give the client and the attorney at law or civil-law notary the opportunity to provide an explanation.
3. The attorney at law or civil-law notary will try to resolve the matter with the client, either with or without the intervention of the Complaints Officer.
4. The Complaints Officer will review the complaint within four weeks of its receipt. If this period is deviated from, the Complaints Officer will notify the client of this, stating the reasons why. The Complaints Officer will set a new deadline for dealing with the complaint.
5. The Complaints Officer will send a letter to the client and to the attorney at law or civil-law notary informing them whether he/she considers the complaint justified, and may make recommendations.
6. If a complaint is not resolved to a client's satisfaction, the client will be referred to the Disputes Committee for the Notarial Profession insofar as the Royal Dutch Association of Civil-Law Notaries' Regulation on the Complaints and Dispute Settlement Scheme for the Notarial Profession applies to the complaint. In all other cases the client will be referred to the District Court in Rotterdam.
7. If the complaint has been satisfactorily resolved, the client will inform the Complaints Officer of this.

Article 6. Confidentiality and cost-free handling of complaints

1. The Complaints Officer and the attorney at law or civil-law notary against whom a complaint has been made will deal with the complaint in strict confidentiality.
2. The client does not have to pay the costs of dealing with the complaint.

Article 7. Responsibilities

1. The Complaints Officer is responsible for ensuring the complaint is dealt with promptly.
2. The attorney at law or civil-law notary against whom a complaint has been made will keep the Complaints Officer informed of their contact with the client and about any potential resolution of the complaint.
3. The Complaints Officer will keep the client informed about the progress of the complaints procedure.
4. The Complaints Officer will maintain the complaint file.

Article 8. Complaint registration

1. The Complaints Officer registers the complaint, stating the subject of the complaint.
2. A complaint may cover several matters, with each matter being classified separately.
3. The Complaints Officer will regularly report to the Managing Board of Meijburg Legal about the resolution of complaints and will make recommendations for avoiding new complaints and improving existing procedures.
4. At least once a year the reports and the measures taken will be discussed within Meijburg Legal.

If you have any questions about the Company Complaints Procedure at Meijburg Legal, please contact Mr. P.J.B. Theeuwes, attorney at law and the appointed Complaints Officer at Meijburg Legal.

A complaint may be submitted in writing to Meijburg Legal, for the attention of the Complaints Officer: by email Klachtenfunctionaris.Meijburg@kpmg.com or by regular mail: P.O. Box 74600, 1070 DE Amsterdam.