

COMPLAINTS PROCEDURE RULES

In accordance with Article 6.28 of the "*Verordening op de Advocatuur*" the Complaints Procedure is set out below.

1. DEFINITIONS

- 1.1 Complaint: any expression of dissatisfaction filed in writing by or on behalf of a client against a lawyer (advocaat) or person under his or her responsibility regarding the conclusion or performance of a contract for professional services "*overeenkomst van opdracht*", the quality of services rendered or the amount billed in an invoice, not being a complaint as referred to in paragraph 4 of the Lawyers Act (Advocatenwet).
- 1.2 Complainant: the client or its representative who files a complaint.
- 1.3 Complaints officer: the person charged with handling complaints.

2. SCOPE OF APPLICATION

- 2.1 This Complaints Procedure is applicable with regard to each agreement ("*overeenkomst van opdracht*") between the Amsterdam office of Hogan Lovells International LLP ("*Hogan Lovells*") and a client.
- 2.2 Any lawyer, attorney, civil law notary/ candidate notary, tax advisor of Hogan Lovells shall ensure that complaints are dealt with in accordance with this Complaints Procedure.

3. OBJECTIVES

The objectives of the Complaints Procedure is:

- (a) To lay down a procedure by which complaints can be constructively resolved within a reasonable period of time;
- (b) To lay down a procedure for establishing the cause(s) of complaints from clients;
- (c) To contribute towards maintaining and improving existing client relationships by handling complaints in a solution-oriented manner;
- (d) To improve the quality of service by resolving and analysing complaints.

4. INFORMATION UPON THE COMMENCEMENT OF THE PROVISION OF SERVICES

- 4.1 This Complaint Procedure is publicly available on the website of Hogan Lovells. Upon the conclusion of a contract for professional services, the relevant lawyer will inform the client that there is a Complaints Procedure in place within Hogan Lovells and that this procedure will apply to the services provided.
- 4.2 Complaints as defined in Article 1.1. above which have not been resolved through the Complaints Procedure can be submitted to the appropriate court.

5. THE PROCEDURE

- 5.1 Following the receipt of a written complaint submitted by email at complaints.amsterdam@hoganlovells.com the complaint will be forwarded to the complaints officer, mr. M.E. Wallheimer, who will act as such.

In the event the complaint refers to the complaints officer himself, the complaints will be forwarded to mr. J.B. de Snaijer, Office Managing Partner.

- 5.2 The complaints officer will inform the person(s) against whom the complaint has been made about the filing of the complaint and will give that person/those persons and the complainant an opportunity to give an explanation regarding the complaint.
- 5.3 The person(s) against whom the complaint has been made will attempt to reach a solution with the complainant, with or without the intervention of the complaints officer.
- 5.4 Within four weeks following receipt of the complaint at complaints.amsterdam@hoganlovells.com, the complaints officer will have dealt with the complaint or will notify the complainant about the reason for the delay in dealing with the complaint together with a new date before which the complaint will be dealt with.
- 5.5 If the complaint is satisfactorily resolved, the complainant, the complaints officer and the person(s) against whom the complaint was made will sign the opinion on the validity of the complaint.

6. **CONFIDENTIALITY AND COST-FREE HANDLING OF COMPLAINTS**

- 6.1 The complaints officer and the person(s) against whom the complaint has been made must observe confidentiality regarding the handling of the complaint.
- 6.2 The complainant will not be charged any costs for the handling of a complaint under this Complaints Procedure.

7. **DUTIES**

- 7.1 The complaints officer is responsible for the timely handling of the complaint.
- 7.2 The person(s) against whom the complaint has been made will keep the complaints officer informed regarding any contact with the complainant and possible solutions for the complaint.
- 7.3 The complaints officer will keep the complainant informed regarding the handling of the complaint.
- 7.4 The complaints officer will maintain the complaint file.

8. **REGISTRATION AND REPORT OF COMPLAINTS**

- 8.1 The complaints officer will register each complaint and the subject(s) of that complaint.
- 8.2 A complaint can be registered in more than one subject category.
- 8.3 The complaints officer will periodically report on the handling of complaints and make recommendations aimed at preventing new complaints and improving the relevant procedures.
- 8.4 At least once a year, the reports and recommendations will be discussed and tabled for decision-making purposes within the firm.