

Complaints Settlement Procedure of IDLegal

1. Definitions

1.1 In this Complaints Settlement Procedure of IDLegal the following words shall have the meanings assigned to them below:

complaint: each written expression of displeasure of or on behalf of a client against a lawyer or persons for whom such lawyer is responsible regarding the formation and the performance of the contract of assignment between the client and IDLegal, the quality of the services rendered or the amount of the invoice.

complainant: the client or the client's representative who makes a complaint.

complaints officer: the lawyer who is responsible for the handling of client's complaints.

complaint registration form: a form which is to be used internally by IDLegal for the performance of the procedure set forth in the Complaints Settlement Procedure.

1.2 This Complaints Settlement Procedure of IDLegal (the "complaints procedure") applies to each assignment between IDLegal and the client.

1.3 The lawyer ensures that a complaint is handled in accordance with this Complaints Settlement Procedure of IDLegal.

2. Purposes

The purposes of this Complaints Settlement Procedure of IDLegal are:

- (a) the recording of a procedure to handle clients' complaints in a constructive manner;
- (b) the recording of a procedure to determine the causes of clients' complaints;
- (c) the maintenance and improvement of existing client relationships by having good complaints handling;
- (d) if applicable, the training of employees in client orientated complaints handling;
- (e) the improvement of the service quality by proper complaints handling and analysis.

3. Information at the start of client relationship

3.1 This complaints procedure has been published on the website of IDLegal (www.idlegal.nl). Prior to the entering into an assignment the lawyer informs the client of the existence of the complaints procedure and its applicability to the assignment.

4. The internal complaints procedure

4.1 If a client makes a complaint against IDLegal, the complaint will be forwarded to Mrs Driehuis who acts in her capacity of complaints officer.

4.2 The complaints officer informs the lawyer to whom the complaint relates of the complaint and gives both the complainant and the lawyer concerned the opportunity to comment on the complaint.

4.3 The lawyer concerned shall try to resolve the complaint with or without the intermediary of the complaints officer.

4.4 The complaints officer shall procure that the complaint is properly handled in accordance with this complaint procedure. The complaints officer shall handle the complaint within 4 weeks of receipt of the complaint or informs the complainant by giving reasons that a longer period for the handling of the complaint is needed to give an opinion about the complaint.

4.5 The complaints officer shall inform both the complainant and the lawyer concerned in writing of the opinion about the merits of the complaint, whether or not together with recommendations.

4.6 If the complaint has been handled satisfactorily, the complainant, the lawyer concerned and the complaints officer shall sign the opinion on the merits of the complaint which is recorded on the complaint registration form.

4.7 If the complaint cannot be handled satisfactorily, the client or IDLegal may submit the complaint to the competent court in The Hague, the Netherlands in accordance with article 12 of the General Terms and Conditions of IDLegal.

5. Recording and classification of the complaint

5.1 All complaints shall be recorded in accordance with complaint registration form.

5.2 The complaints officer records and classifies the complaint on the basis of:

- (a)** complaints about the lawyer's way of working/treatment;
- (b)** complaints about the legal and substantial aspects of the service provided;
- (c)** complaints about the financial aspects of the service provided;
- (d)** complaints about the practice in general.

5.3 If the complaint has been handled satisfactorily, the complainant, the lawyer concerned and the complaints officer shall sign the opinion on the merits of the complaint and the complaint handling which is recorded on the complaint registration form.

6. Responsibilities

6.1 The complaints officer is responsible for the handling and timely handling of the complaint.

6.2 The complaints officer is responsible for the completion in full of the complaint registration form.

6.3 The lawyer concerned keeps the complaints officer informed about the contact with the client a possible resolution.

6.4 The complaints officer keeps the complaint file.

7. Analysis of the complaints

7.1 The complaints officer shall collect the complaint registration forms after the handling of a complaint.

7.2 The complaints officer shall report periodically on the handling of complaints.

7.3 The complaints officer processes the details and analyses these yearly.

7.4 The complaints officer shall make recommendations in order to prevent new complaints and improve procedures.

8. Internal discussion

8.1 Once a year the details of the analysis of complaints will be discussed.

8.2 Measures for improvement will be prepared and planned.

8.3 The complaints officer is responsible for preparing the meeting and the analysis.

9. Preventive measures

9.1 Based on the complaints officer's yearly analysis the law firm decides whether preventive measures for the improvement of the services need to be taken.

9.2 These measures to be taken will be presented together with the analysis at the law firm's meeting.