

## COMPLAINTS PROCEDURE OF FINCH B.V.

### 1 DEFINITIONS

- 1.1 This complaints procedure uses the following definitions:
- *Complaint*: any written communication of dissatisfaction by or on behalf of a client in respect of an attorney or the persons working under the attorney's responsibility about how a contract for services was concluded or about its performance, the quality of the services, or the amount invoiced by Finch B.V. ("Finch"), not including complaints as meant in Paragraph 4 of the Dutch Act on Advocates (*Advocatenwet*);
  - *Complainant*: a client or a client's representative that files a Complaint;
  - *Complaints Officer*: the attorney in charge of handling the Complaint.

### 2 SCOPE OF APPLICATION

- 2.1 This complaints procedure applies to all contracts for services concluded between Finch and the client.
- 2.2 Each and every attorney associated with Finch will ensure that Complaints are handled in accordance with the complaints procedure.

### 3 PURPOSE

- 3.1 The purpose of this complaints procedure is:
- a. to establish a procedure for handling clients' Complaints within a reasonable period of time and in a constructive manner;
  - b. to establish a procedure for identifying the causes of clients' Complaints;
  - c. to maintain and improve existing relationships by handling Complaints properly;
  - d. to train staff to take a client-centered approach to responding to Complaints;
  - e. to improve the quality of the services by handling and analysing Complaints.

### 4 DISCLOSURE AT THE START OF THE SERVICES

- 4.1 Before entering into a contract for services, the attorney will inform the client that the firm has a complaints procedure in place that applies to its services. This complaints procedure is available on [www.finch.nl](http://www.finch.nl).
- 4.2 Complaints within the meaning of Article 1 of this complaints procedure that remain unresolved after the complaints procedure has been completed will be referred to the District Court of Midden-Nederland, seated in Utrecht.

### 5 INTERNAL COMPLAINTS PROCEDURE

- 5.1 If a client contacts the firm with a Complaint, that Complaint will be passed on to attorney D.M.H. de Leeuw, who will then act as the Complaints Officer.
- 5.2 The Complaints Officer will inform the person against whom the Complaint is addressed about the Complaint and will afford that person and the Complainant the opportunity to give their views on the Complaint.
- 5.3 The person against whom the Complaint is addressed will endeavour to find a solution together with the client, either with or without the Complaints Officer's mediation.
- 5.4 The Complaints Officer will complete the complaints procedure within 4 weeks of receiving the Complaint, or else will notify the Complainant of a different time limit,

with an explanation of the reasons and the time limit within which a decision on the Complaint will instead be issued.

- 5.5 The Complaints Officer will notify the Complainant and the person against whom the Complaint is addressed in writing of the decision concerning the merits of the Complaint. The Complaints Officer may, but will not necessarily, include recommendations.
- 5.6 If the Complaint is handled with a satisfactory outcome, the Complainant, the Complaints Officer and the person against whom the Complaint is addressed will sign the decision concerning the merits of the Complaint.

## **6 CONFIDENTIALITY AND COST-FREE COMPLAINTS PROCEDURE**

- 6.1 The Complaints Officer and the person against whom the Complaint is addressed will handle the Complaint confidentially.
- 6.2 The Complainant will not owe any fees for the cost of handling the Complaint.

## **7 RESPONSIBILITIES**

- 7.1 The Complaints Officer is responsible for ensuring that the Complaint is handled within the specified time limit.
- 7.2 The person against whom the Complaint is addressed will keep the Complaints Officer apprised of any communications and possibilities for resolution.
- 7.3 The Complaints Officer will keep the person against whom the Complaint is addressed apprised of the outcome of the complaints procedure.
- 7.4 The Complaints Officer will update the Complaint file.

## **8 COMPLAINTS REGISTRATION**

- 8.1 The Complaints Officer will register the Complaint, including details of the subject of the Complaint.
- 8.2 A Complaint may be categorised by more than one subject.
- 8.3 The Complaints Officer will periodically report on the handling of Complaints and make recommendations on how to prevent new Complaints, and how to improve procedures.
- 8.4 At least once per year the reports and the recommendations will be discussed by the firm and put forward for decision-making.