

COMPLAINTS PROCEDURE

Article 1: Definitions.

In this complaints procedure the following definitions apply:

- complaint: any written expression of dissatisfaction by or on behalf of the client towards the lawyer or the persons working under his responsibility about the conclusion and execution of an agreement for services, the quality of the services or the amount of the fee, not being a complaint as referred to in paragraph 4 of the Lawyers Act;
- Complainant: the client, his representative or a third party with a direct interest who makes a complaint known;
- Complaints officer: the lawyer in charge of handling the complaint.

Article 2: Scope of Application.

- 2.1. This complaint procedure applies to any contract of engagement between ALDEN, performed by one or more lawyers, and the client.
- 2.2. Complaints by a debtor about ALDEN as a provider or provider of extrajudicial debt collection services also fall within the scope of this Complaints Procedure, as referred to in article 4, second paragraph, subsection b, and article 14, third paragraph, of the Debt Collection Services Quality Act.
- 2.3. Every lawyer of ALDEN shall ensure the handling of a complaint in accordance with these complaints regulations.

Article 3: Objectives

The objectives of this office complaints procedure are: (a) to establish a procedure to deal with client complaints in a constructive manner within a reasonable period of time; (b) to establish a procedure to determine the causes of complainants' complaints; (c) to maintain and improve existing relationships; (d) to train employees in client-oriented response to complaints; and (e) to improve the quality of service.

Article 4: Information at the start of service provision

- 4.1. Before entering into the contract for services or the debtor to lawyers when performing or offering extrajudicial collection work, the lawyer will inform the client that the firm has an office complaints procedure and that this applies to the services provided.
- 4.2. ALDEN has referred in the engagement agreement to this office complaint scheme, which can be viewed and downloaded on ALDEN's website(www.aldenlaw.nl).
- 4.3. Complaints as referred to in article 1 of this office complaints procedure that are not resolved after treatment shall be submitted to the District Court of Oost-Brabant.

Article 5: Internal complaint procedure

- 5.1. If a complainant approaches ALDEN with a complaint, the complaint will be forwarded to Mr. D.J.J. Folgering, who thereby acts as complaints officer. If the complaint relates to Mr. D.J.J. Folgering, Mr. N.J. Meuwese will act as complaints officer.
- 5.2. The Complaints Officer will notify the lawyer about whom the complaint has been made and will give the complainant and the lawyer about whom the complaint has been made the opportunity to give an explanation.
- 5.3. The lawyer who has been complained about will try to reach a solution together with the complainant, whether or not after the intervention of the Complaints Officer.
- 5.4. The Complaints Officer will assess the complaint within four weeks after receipt of the complaint or will notify the complainant of any deviation from this deadline, giving reasons, stating the period within which a judgment will be given on the complaint.
- 5.5. The Complaints Officer shall inform the complainant and the lawyer complained about in writing of the opinion on the merits of the complaint, whether or not accompanied by recommendations.

Article 6: Confidentiality and free complaint handling.

- 6.1. The Complaints Officer and the lawyer about whom a complaint has been made shall observe confidentiality in handling the complaint.
- 6.2. The complainant shall not be liable for any compensation for the costs of handling the complaint.

Article 7: Responsibilities

- 7.1. The complaints officer is responsible for the timely handling of the complaint.
- 7.2. The lawyer about whom a complaint has been made will keep the Complaints Officer informed about any contact with the complainant and about a possible resolution.
- 7.3. The complaint officer shall keep the complainant informed of the resolution of the complaint.
- 7.4. The Complaints Officer shall maintain the complaint file.

Article 8: Complaint registration

- 8.1. The Complaints Officer shall register the complaint along with the complaint subject.
- 8.2. A complaint may be divided into several subjects.
- 8.3. The Complaints Officer shall report periodically on the handling of complaints and make recommendations for the prevention of new complaints, as well as for the improvement of procedures.
- 8.4. At least once a year, the reports and recommendations will be discussed within ALDEN and submitted for decision-making.