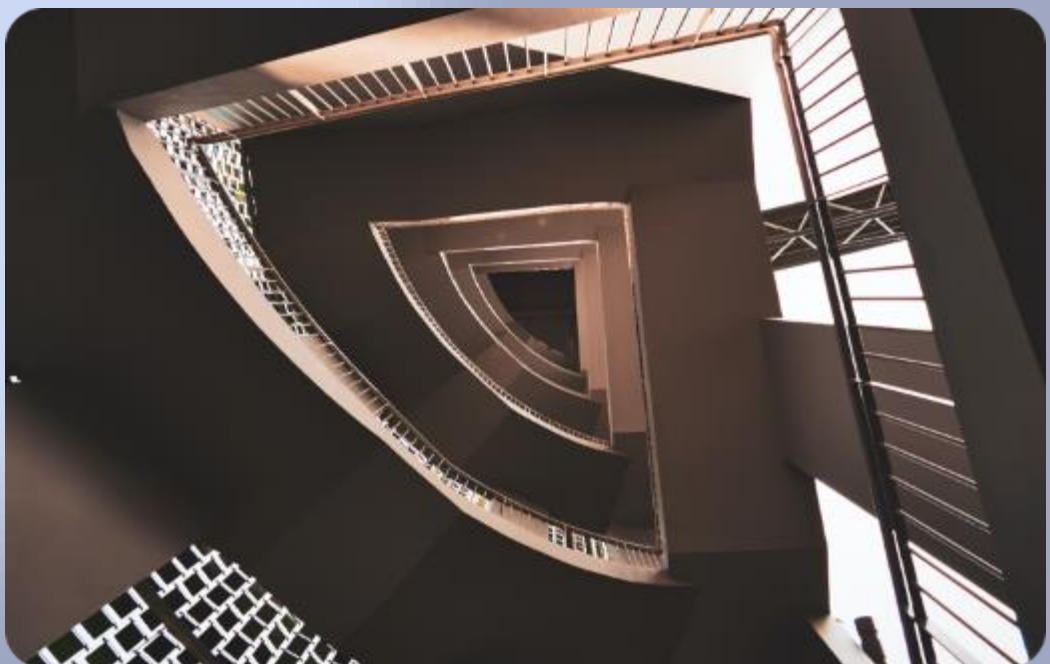


NautaDutilh Office Complaints Procedure

Version: 2.0 | Effective date: June 2024 | Scope: Netherlands, London, New York | Classification: Public



NAUTADUTILH OFFICE COMPLAINTS PROCEDURE

ARTICLE 1 DEFINITIONS

In the Office Complaints Procedure, the following definitions apply:

Client:

the client of NautaDutilh N.V.'s services, possibly acting through a representative;

Office Complaints Procedure:

this procedure for the handling of Clients' Complaints;

Complaint:

any written expression of dissatisfaction by or on behalf of a Client of NautaDutilh N.V. made known by submission to complaintscommittee@nautadutilh.com regarding the conclusion and performance of an engagement agreement, the quality of service or the amount billed in an invoice;

Complaints Officer:

The employee of NautaDutilh N.V. charged with the handling of Complaints.

ARTICLE 2 SCOPE OF APPLICATION

The Office Complaints Procedure applies to Complaints against persons working in NautaDutilh's offices in the Netherlands, London and New York, subject to the applicable statutory provisions and all (local) professional and conduct rules applicable in relation to the engagement agreement entered into with the Client.

ARTICLE 3 OBJECTIVES

The objectives of the Office Complaints Procedure are:

1. Establishing a procedure to deal with Client Complaints constructively within a reasonable timeframe;
2. Establishing a procedure to determine the causes of Client Complaints to prevent future Complaints;
3. Maintaining and enhancing existing relationships with Clients through solution-oriented Complaint handling;
4. Training employees in client-focused response to Complaints;
5. Improving service quality through Complaint handling and Complaint analysis.

ARTICLE 4 INFORMATION AT START OF SERVICE

1. This Office Complaints Procedure is published on the [website of NautaDutilh N.V.](#) The lawyer, civil-law notary or tax adviser informs the Client, upon entering into the agreement for services, that the firm has an Office Complaints Procedure and that this is applicable to the services provided by including it in the general terms and conditions. NautaDutilh's general terms and conditions have been filed with the registry of the Rotterdam District Court and are available on the [website of NautaDutilh N.V.](#)

2. NautaDutilh N.V. has included in its general terms and conditions the independent party or body to which a complaint which has not been resolved after handling by the Complaints Officer may be submitted in order to obtain a binding decision;
3. Complaints as referred to in Article 1 of these Office Complaints Procedure that are not resolved in accordance with the Office Complaints Procedure are subject to the complaint and dispute regulations of the relevant professional organisations, for more information see the [website of NautaDutilh N.V.](#) This notwithstanding the right of the Client to bring a dispute before the civil court in accordance with the contract of assignment referred to in these Office Complaints Procedure that is entered into with the Client under the application of the general terms and conditions.

ARTICLE 5 THE PROCEDURE

1. The Client shall file the Complaint within a reasonable period of three months from the time the Client became aware or could reasonably have become aware of acts or omissions giving rise to the Complaint.
2. When filing the Complaint in writing, the Client shall provide complaintscommittee@nautadutilh.com with at least the following information:
 - (a) the name and contact details of the Client;
 - (b) the name of the person or persons to whom the Complaint is addressed;
 - (c) the file number to which the Complaint relates; and
 - (d) a description of the acts or omissions of the person or persons or the claim against which the Complaint is directed;
3. If a Client approaches NautaDutilh N.V. with a Complaint at complaintscommittee@nautadutilh.com, the complaint will be directed to the Complaints Officer;
4. The Complaints Officer shall contact as soon as possible and maintain contact with the Client or the Client's representative. After receiving a Complaint that meets the requirements as stated in Article 5.2, the Complaints Officer will send a confirmation of receipt thereof to the Client. The Client will also receive the contact details of the Complaints Officer and information on the further course of the procedure in accordance with the Office Complaints Procedure;
5. The Complaints Officer shall notify the person against whom the Complaint is directed in writing as soon as possible and give them the opportunity to explain and/or respond to the Complaint;
6. The person against whom the Complaint is directed will try to reach a solution together with the Client whether or not after intervention of the Complaints Officer;
7. The Complaints Officer shall obtain such information as deemed necessary for the proper handling and assessment of the Complaint.
8. The Complaints Officer shall, in principle within one month or at least within as short a period as possible after receiving the Complaint by e-mail at complaintscommittee@nautadutilh.com, inform the Client and the person about whom a complaint has been made, in writing and stating reasons, of the opinion on the merits of the Complaint, whether or not accompanied by recommendations;
9. In the event of deviation from the term referred to in the previous paragraph 5, the Complaints Officer will notify the Client and the person about whom the Complaint was made, stating the term within which an opinion on the merits of the Complaint

- will be given, whether or not accompanied by recommendations;
- If the Complaint has been satisfactorily dealt with, the Client, the Complaints Officer and the person complained about will sign the opinion on the merits of the Complaint.

ARTICLE 6 CONFIDENTIALITY AND COST-FREE HANDLING OF COMPLAINTS

- Client is not liable to pay any compensation for the costs of handling the Complaint in accordance with the Office Complaints Procedure;
- The Complaints Officer and the person against whom a complaint has been made shall observe confidentiality in handling of the Complaint.

ARTICLE 7 RESPONSIBILITIES

- The Complaints Officer is responsible for the timely handling of the Complaint;
- The person against whom a complaint has been made will keep the Complaints Officer informed about any contact and possible resolution;
- The Complaints Officer will keep the Client informed regarding the handling of the Complaint;
- The Complaints Officer maintains the complaint file.

ARTICLE 8 REGISTRATION AND REPORT OF COMPLAINTS

- The Complaint Officer registers the Complaint along with the subject of the Complaint;
- A Complaint may be registered in more than one subject category;
- The Complaint Officer reports periodically on the handling of Complaints to the board and makes recommendations to prevent new Complaints, as well as to improve procedures;
- At least once a year, reports and recommendations will be discussed and tabled for decision-making purposes within the firm.

VERSION CONTROL

Owner:	Compliance
Approved by:	Board
Review frequency:	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input checked="" type="checkbox"/> 3 years <input type="checkbox"/> Other:

Version:	Effective date:	Summary of changes:
1.0	March 2015	Original Publication
2.0	June 2024	<ul style="list-style-type: none"> Alignment with latest template provided by Dutch Bar Association. Replacement of Complaints Committee with individual Complaints Officer. Specification of content of Complaint. Requirement to provide confirmation of receipt of Complaint. Update to latest NautaDutilh house styles.