

## COMPLAINTS REGULATIONS

### 1. DEFINITIONS

**‘complaint’**: every written expression of dissatisfaction by or on behalf of the client against the lawyer or persons working under his responsibility regarding the formation and performance of an instruction to provide services, the quality of the services or the amount of the invoice, not a complaint as referred to in paragraph 4 of the Counsel Act.

**‘complainant’**: the client or his representative who has a complaint.

**‘complaints procedure’**: the procedure used at CMS to deal with complaints.

**‘complaints regulations’**: this document, i.e. the written account of the complaints procedure used by our office.

**‘complaints officer’**: the person, different from the lawyer against whom the complaint is filed, who deals with the complaint.

**‘complaints registration form’**: an internal form in implementation of the complaints procedure in the complaints regulations.

### 2. SCOPE

These complaints regulations apply for all services performed by CMS Derks Star Busmann N.V.

### 3. OBJECTIVES

The objectives of these complaints regulations are:

- a. to provide for a procedure to deal with clients’ complaints in a constructive way, within a reasonable time;
- b. to provide for a procedure to determine the causes of clients’ complaints;
- c. to maintain and improve existing relationships by means of good complaints handling;
- d. to improve the quality of services by means of the handling and analysis of complaints.

### 4. COMPLAINTS OFFICER

The complaint will be handled on behalf of the chairman of the board mr. E.G. Vorst by mr. P.J. Soede.

### 5. INFORMING THE CLIENT

When accepting the assignment, the lawyer handling your case will draw your attention to the existence of the complaints regulations at CMS.

## **6. INTERNAL COMPLAINTS PROCEDURE**

- 6.1 If you approach our office with a complaint, the lawyer in question will be notified. Together with you, the lawyer in question will aim to find a solution, whether or not after consulting the complaints officer.
- 6.2 The lawyer in question or otherwise the complaints officer is in charge of the proper handling of the complaint taking into account these complaints regulations.
- 6.3 Confidentiality is guaranteed under all circumstances.
- 6.4 After the lawyer in question or the complaints officer has received the complaint in writing, the office must deal with the complaint in writing within four weeks.
- 6.5 If the complaints officer receives the complaint, he will inform the complainant and the person about whom the complaint has been made in writing within four weeks of receipt of the complaint, stating reasons, of the finding whether the complaint is deemed well-founded, whether or not accompanied with recommendations.
- 6.6 In the event of deviation from the time limit referred to in Article 6.4 of these regulations, the complainant and the person who is the subject of the complaint will receive a notification giving reasons, stating the time limit within which a finding will be given whether the complaint is well-founded or not.
- 6.7 The complainant and the person who is the subject of the complaint will be given the opportunity to provide an explanation regarding the complaint in the form that in the view of the complaints officer does justice to the circumstances of the case.

## **7. REGISTRATION AND AFTER-CARE**

The complaints officer will register, taking into account the privacy legislation, all complaints that are received, where the subject of the complaint shall be mentioned in every case. The complaints officer and the executive office shall regularly make an inventory of the total complaints and discuss the results with the board. The board will analyse the complaints on the basis of the inventory and if necessary implement improvements in the organisation.

## **8. COSTS**

The complainant is not liable to make any payment for the costs of handling the complaint.

## **9. DISPUTE RESOLUTION**

If the complaint cannot be resolved to your satisfaction you can submit the complaint to the competent court.