

## **RTM Legal B.V. Office Complaints Procedure**

### Clause 1- Definitions

1.1 In this office complaints procedure, the following terms shall mean:

Complaint: every written expression of displeasure from or on behalf of the client in respect of the Lawyer about the formation and the execution of a contract for services, the quality of the service or the amount of the invoice, not being a complaint as referred to in paragraph 4 of the Lawyers Act;

Complainant: the client or his representative who makes a Complaint known;

Complaints officer: the lawyer who is charged with handling the complaint, in the case of RTM Legal B.V. being mr. O.E. de Witt Wijnen;

Lawyer: mr. M.G. van den Boogerd

### Clause 2- Scope

2.1 This office complaints procedure applies to every contract for services between RTM Legal B.V. (RTM Legal) and the client.

2.2 The lawyer takes care of complaint settlement in conformity with this office complaints procedure.

### Clause 3- Objectives

3.1 The aim of this office complaints procedure is:

a). to establish a procedure to handle complaints of clients within a reasonable time and in a constructive manner;

b). to establish a procedure to determine the causes of client's complaints;

c). to preserve and improve existing relationships by means of proper complaints handling;

d). to improve the quality of the service provision by means of handling complaints and complaints analysis.

### Clause 4- Information upon commencement of service provision

4.1 Before concluding the contract for services, the Lawyer points out to the client that RTM Legal uses a complaints procedure and that it applies to the service provision.

4.2 This office complaints procedure has been published by placing it on the RTM Legal website ([www.rtmlegal.nl](http://www.rtmlegal.nl)).

4.3 Complaints referred to in Clause 1 which cannot be settled, can be brought before the Dean of the National Bar Association of the district in which the Lawyer is established (being Rotterdam) by the Complainant en the Lawyer jointly or separately. Principal starting point will be that the Complaint will be settled by the Dean's intermediary services.

4.4 Complaints that have not been settled satisfactorily in accordance with this complaints procedure or by the Dean's intermediary services, can be brought before the Board of Discipline or the district court.

### Clause 5- Internal complaints procedure

5.1 If a client approaches RTM Legal with a Complaint, then this Complaint will be passed on to the Complaints officer.

5.2 The Complaints officer notifies the Lawyer about the fact that the Complaint was lodged, and gives the Complainant and the Lawyer the opportunity to explain the Complaint.

5.3 The Lawyer seeks to arrive at a solution with the Complainant, whether or not this occurs after the intervention of the Complaints officer.

5.4 The Complaints officer will deal with the Complaint within four weeks after receipt thereof or will inform the Complainant about a deviation from this time limit, stating reasons and stating the time limit within which an opinion about the Complaint can be given.

5.5 The complaints officer will inform the Complainant and the Lawyer of the opinion about the (in)validity of the Complaint, whether or not this is accompanied by recommendations.

5.6 If the Complaint has been settled satisfactorily, the Complainant, the Complaints officer and the Lawyer shall sign the opinion on the validity of the Complaint.

Clause 6- Confidentiality and handling Complaints free of charge

- 6.1 The Complaints officer and the Lawyer shall observe strict secrecy regarding the complaints handling procedure.
- 6.2 The Complainant is not required to make any payment for the costs of handling the Complaint.

Clause 7- Responsibilities

- 7.1 The Complaints officer is responsible for the timely and proper handling of the Complaint.
- 7.2 The Lawyer will keep the Complaints officer informed about possible contact with the Complainant and a possible solution.
- 7.3 The Complaints officer maintains the complaints file.

Clause 8- Complaints registration

- 8.1 The Complaints officer registers the Complaint and the related subject thereof.
- 8.2 The Complaints officer shall regularly issue an internal report regarding the handling of Complaints and shall make recommendations about preventing new Complaints and also about improvement of the complaints procedures.