

## Office complaints procedure Agorax

This office complaints procedure applies to every assignment agreement between Agorax B.V. (Agorax) and the client and every service and activity performed by Agorax or an Agorax lawyer for the client. Agorax handles complaints as described in this complaints procedure. The complaints procedure also applies to persons working under the responsibility of Agorax.

1. The purpose of this office complaints procedure is to maintain and improve existing relationships through good, constructive complaints handling within a reasonable period and improvement of the quality of services through analysis of (the causes of) complaints.
2. A complaint is any written expression of dissatisfaction by or on behalf of the client towards an Agorax lawyer or the persons working under the responsibility of such lawyer, the conclusion and execution of an assignment agreement, 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.
3. If a client submits a complaint to Agorax, the complaint will be forwarded to mr. E.R. Mooring, who acts as the handler of the complaint, the complaints officer. The complaints officer has the right of substitution.
4. The complaints officer will inform the person about whom the complaint has been filed that the complaint has been submitted and will give the complainant and the person about whom has been complained the opportunity to provide an explanation of the complaint.
5. The person who has been complained about will try to find a solution together with the client, with or without the intervention of the complaints officer.
6. The complaint will be handled within four weeks of receipt of the complaint or the complainant will be informed of a different period, stating the period within which an assessment of the complaint will be given. The complaints officer is responsible for the timely handling of the complaint.
7. The complaints officer will inform the complainant and the person about whom the complaint has been made in writing of the assessment of the merits of the complaint, with or without recommendations.
8. If the complaint has been handled satisfactorily, a document will be drawn up with the assessment of the validity of the complaint and the resolution of the complaint. In other cases, the complainant receives a document stating the outcome of the handling of the complaint. If complaints are not resolved satisfactorily after treatment, the complaints can be submitted to the court in Amsterdam.
9. The complaints officer and the person who is the subject of the complaint will observe confidentiality when handling the complaint.
10. The complainant is not obliged to pay any compensation for the handling of the complaint by the complaints officer.
11. The person who has been complained about will keep the complaints officer informed about any contact and a possible solution.
12. The complaints officer keeps the complainant informed about the handling of the complaint and keeps a complaint file.



13. The complaints officer registers all complaints.
14. In the event of multiple complaints per year, the complaints officer will report annually on the handling of the complaints and make recommendations to prevent new complaints and to improve procedures.
15. In the event of multiple complaints per year, the reports and recommendations will be discussed at the office at least once a year and submitted for decision-making.

