

CLIFFORD CHANCE AMSTERDAM OFFICE COMPLAINTS PROCEDURE

This is the complaints procedure under the rules of the *Nederlandse Orde van Advocaten* (the Dutch Bar).

1. Definitions

- 1.1 "Advocaat" means a lawyer who is a member of the *Nederlandse Orde van Advocaten* and works for Clifford Chance.
- 1.2 "Clifford Chance Amsterdam" means the Amsterdam office of Clifford Chance LLP.
- 1.3 "Client" is the client or the representative of the client who files a complaint against an *Advocaat* or against a person who is supervised by an *Advocaat*.
- 1.4 "Complaint" means any dissatisfaction with an *Advocaat* or with a person who is supervised by an *Advocaat*, expressed in writing by or on behalf of a client and concerning the way a request for services has been dealt with, the quality of services, or the amount invoiced, other than a complaint as referred to in paragraph 4 *Advocatenwet* (*Van de Tuchtrechtspraak*).
- 1.5 "Complaints Officer" means an *Advocaat* who is the Clifford Chance Amsterdam Office Managing Partner or the Clifford Chance Amsterdam Partner to whom he or she delegates management of the response to complaints.

2. Scope

This complaints procedure applies to all services provided to clients by one or more *Advocaten* at Clifford Chance Amsterdam. Every *Advocaat* will respond to complaints in accordance with this complaints procedure.

3. Purpose

The purpose of this complaints procedure is to:

- a. establish a procedure for constructively dealing with a client's complaint within a reasonable period of time;
- b. establish a procedure for determining the cause of a client's complaint;
- c. maintain and improve existing relationships by dealing with complaints correctly;
- d. show *Advocaten* and other staff how to respond to complaints with the client's needs in mind;
- e. improve the quality of services.

4. **Procedure**

- 4.1 Every complaint must be passed as soon as it is received to the General Manager of Clifford Chance Amsterdam, who will record it with the date and then pass it to the Complaints Officer who will notify Chris Perrin / Jenny Cassidy of the complaint.
- 4.2 The Complaints Officer will inform the *Advocaat* to whom the complaint relates of the complaint and will give him or her the opportunity to explore the issue with the client and to find a resolution.
- 4.3 The Client will have further opportunity to explain the reason for his complaint.
- 4.4 The *Advocaat* to whom the complaint relates will keep the Complaints Officer informed of his or her contact and correspondence with the client and of any possible resolution.
- 4.5 The Complaints Officer will keep the client, or ensure that the client is kept, informed of the handling of the complaint.
- 4.6 The Complaints Officer will finalise his or her view of the complaint within four weeks of the date it was made. If this deadline cannot be met, the Complaints Officer will notify the client and explain the reasons, also specifying a new deadline for finalising the complaint.
- 4.7 When the Complaints Officer has finalised his or her view of the complaint, he or she will write to the client and the *Advocaat* setting out that view and may make recommendations.
- 4.8 If the complaint has been satisfactorily resolved, the client and the *Advocaat* concerned will be asked to countersign the Complaints Officer's letter.
- 4.9 No charge will be made to the client in respect of the Firm's handling of the complaint within this Complaints Procedure.
- 4.10 All those involved in dealing with the complaint will maintain client confidentiality.
- 4.11 A client who is dissatisfied with the Firm's handling of a complaint may refer it to the competent court as stipulated in the Firm's applicable General Terms of Conditions.

5. **Complaints record**

- 5.1 The Complaints Officer will ensure that a proper record of each complaint and its subject matter(s) is kept by the General Manager.
- 5.2 He or she will periodically review the handling of complaints and make recommendations for preventing new complaints and for improving procedures.

At least once a year, the Complaints Officer's reports and recommendations will be discussed and reviewed by the senior management team of Clifford Chance Amsterdam.