



Complaints scheme

Article 1 Definitions

The following definitions will apply in this office complaints scheme:

- complaint: every written expression of dissatisfaction by or on behalf of the client to the lawyer or persons working under his responsibility regarding the completion and implementation of a contract for services, the quality of the service or the level of the bill, not being a complaint as specified in section 4 of the Lawyers Act [Advocatenwet];
- complainant: the client or his representative who intimates a complaint;
- complaints officer: the lawyer charged by Liber Dock B.V. with dealing with the complaint, not having been involved directly in the provision of services to the complainant.

Article 2 Scope of application

This office complaints scheme applies to every contract for services between Liber Dock B.V. and its client.

Article 3 Information when the service provision starts

1. This office complaints scheme is in the public domain. Before entering into a contract for services via the General Terms & Conditions, the lawyer will point out to the client that the office uses an office complaints scheme and that it applies to the provision of the services.
2. Complaints, as specified in Article 1 of this office complaints scheme, which are not resolved after being dealt with, will be submitted to the competent court in Amsterdam.

Article 4 Service of a complaint

1. The person(s) against whom a complaint is made will attempt to reach a solution in conjunction with the client.
2. If a complainant has submitted his objections to the lawyer concerned and has received no satisfaction, he may send a written complaint to Liber Dock B.V.
3. The complaint will include, at least:
 - a) the name and address of the complainant;
 - b) the date;
 - c) a description of the acts or omissions giving rise to the complaint;
 - d) a signature.
4. If the complaint does not meet the requirements in Article 4.3, the complainant will be offered an opportunity to add the relevant details to the complaint within two weeks after it is first submitted, failing which Liber Dock B.V. will not take up the disposal of the complaint.
complaints officer.

Article 5 Procedure

1. If a client approaches the office with a complaint, the complaint will then be passed on to the complaints officer.
2. The complaints officer will notify the person against whom the complaint has been made about the complaint and offer both parties a chance to give their explanations of the complaint.
3. The complaints officer will dispose of the complaint within four weeks after it has been received, or else notify the complainant, with reasons, why this time limit cannot be observed, and also the further time limit within which a finding on the complaint will be issued.
4. The complaints officer will notify both parties in writing of the finding in relation to whether the complaint is well-founded and this may be accompanied by further recommendations. If the complaint is disposed of satisfactorily, the complainant, the complaints officer and the person(s) against whom the complaint was made will all sign the finding in relation to the complaint.

Article 6 Confidentiality and free of charge disposal of complaints

1. The complaints officer and the person(s) against whom the complaint is made will observe confidentiality in relation to the disposal of the complaint.
2. The complainant will not be due to make any payment for the expense of dealing with the complaint.

Article 7 Responsibilities

1. The complaints officer is responsible for the prompt disposal of the complaint.
2. The person(s) against whom the complaint has been made will keep the complaints officer informed about any contact and possible solutions.
3. The complaints officer will keep the complainant informed regarding the disposal of the complaint.
4. The complaints officer will maintain the complaint file.

Article 8 Complaint file / registration

1. The complaints officer will register the complaint, including its subject matter.
2. A complaint may be divided across various subject headings.
3. The complaints officer will periodically issue reports on the disposal of complaints and will make recommendations for the prevention of new complaints and for improving procedures.
4. At least once each year, the reports and recommendations will be discussed within our office and put forward for the decision-making process.

