

AKD complaints procedure rules

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Introduction



At AKD we attach great importance to the satisfaction of our clients with the services we provide. If you feel that aspects of our services are not satisfactory, please discuss this with your lawyer, tax adviser or civil-law notary. We will do our utmost to resolve the matter in consultation with you. If you feel the matter has not been resolved to your satisfaction, please follow these complaints procedure rules.

The purpose of these complaints procedure rules is to establish a procedure for constructively handling complaints within a reasonable period of time and for determining the causes of complaints. AKD wants to maintain and improve existing business relationships by handling and analysing complaints in a proper manner, and through that to improve the quality of our services.

AKD handles complaints with the greatest possible care and confidentiality. You do not owe any fee to AKD for the handling of the complaint in accordance with these complaints procedure rules.

Definitions



For the purpose of these complaints procedure rules, the following definitions apply:

AKD	Coöperatief AKD U.A.;
Client	the recipient, whether represented or not, of AKD's services;
Complaint	every written expression of dissatisfaction by or on behalf of the Client against the Lawyer, Civil-law Notary or Tax Adviser regarding the formation and performance of an instruction to provide services, the quality of the services or the amount of the invoice, not being a disciplinary complaint as referred to in section 4 of the Dutch Counsel Act (Advocatenwet) ;
Complaints Officer	the person appointed by AKD to handle the Complaint;
Complaints Procedure Rules	this document, which lays down the procedure rules for handling complaints as referred to in Article 6.28 of the Dutch Legal Profession Regulations (<i>Verordening op de Advocatuur</i>);
Dispute Resolution Committee	the dispute resolution committee (<i>Geschillencommissie Notariaat</i>);
Lawyer, Civil-law Notary, civil-law notary or tax adviser	the lawyer or Tax Adviser working for AKD or the persons who work under his or her responsibility.

Complaints Officer and filing a Complaint



AKD has appointed a Complaints Officer for each office who handles Complaints impartially, ensures that Complaints are registered internally, reports periodically on how the Complaints have been handled and makes recommendations for preventing new Complaints and improving procedures. At least once a year, the Complaints Officer's reports and recommendations are discussed with AKD's board.

Complaints may be submitted to complaints@akd.nl for the attention of the Complaints Officer of the AKD office that assisted you:

- | | |
|-----------|---|
| Amsterdam | - Remco Bosveld (civil-law notaries and tax advisers) and Hugo Doornhof (lawyers) |
| Brussel | - Timothy Speelman |
| Breda | - Egbert de Groot |
| Eindhoven | - Sven Billet (civil-law notaries and tax advisers) and Vincent Wibaut (lawyers) |
| Luxemburg | - Ayzo van Eysinga |
| Rotterdam | - Monique Verkuilen (civil-law notaries and tax advisers) and Sebastiaan Molenaar (lawyers) |

The Client files the Complaint in writing within a reasonable period (three months) after the moment the Client has become aware of (or has in reasonableness been able to become aware of) the acts or omissions of the Lawyer, Civil-law Notary or Tax Adviser giving rise to the Complaint.

The Complaint filed should contain a clear description of the Complaint, and include the Client's name and contact data, the name of the Lawyer, Civil-law Notary or Tax Adviser against whom the Complaint is directed, and the matter number the Complaint relates to.

If the Complaint does not meet the above requirements, the Complaints Officer informs the Client thereof after receipt of the Complaint. The Complaints Officer may decide, in all reasonableness, to not accept the Complaint for processing and will inform the Client about thereof in writing.

The Complaints Officer acknowledges receipt of the Complaint and informs the Client of the Complaints Officer's contact details and the next steps under the Complaints Procedure Rules.

Handling of Complaints



The Complaints Officer informs the Lawyer, Civil-law Notary or Tax Adviser against whom the Complaint is directed of the Complaint in writing, and gives him or her the opportunity to respond in writing.

The Complaints Officer gives the Client and the Lawyer, Civil-law Notary or Tax Adviser the opportunity to provide a clarification.

If considered necessary by the Complaints Officer or one of the parties, both parties are invited to discuss the case at a place, date and time to be determined by the Complaints Officer.

The Complaints Officer may request both parties to make a proposal to resolve the Complaint. Based on all the information obtained, the Complaints Officer submits in writing to both parties a proposal to resolve the Complaint. Both parties are given the opportunity to respond in writing to the proposal. The party that fails to do so is deemed to agree to the Complaints Officer's proposal to resolve the Complaint.

The Complaints Officer informs both parties in writing of the decision on the Complaint.

The Complaints Officer will seek to resolve the Complaint to the Client's satisfaction within four weeks after receipt of the Complaint. If more time is required to handle the Complaint, the Complaints Officer informs both parties in writing of the reason for the delay, setting out a timeframe within which a decision will be made on the merits of the Complaint.

AKD considers the Complaint settled if the Client (i) accepts the settlement offered by AKD, or (ii) does not file an appeal within three months of the Complaint being settled in whatever manner, or (iii) withdraws its Complaint.

Possibilities of Appeal

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If a Complaint has not been solved to the Client's satisfaction, the Client may submit the Complaint to the court that, under AKD's General Terms and Conditions, is competent to settle the dispute. AKD's General Terms and Conditions may be consulted at our [website](#).

If a Complaint against a Civil-law Notary working for AKD has not been solved to the Client's satisfaction, the Client may submit the Complaint to the Dispute Resolution Committee (*Geschillencommissie Notariaat*).

Contact

1 Amsterdam

Gustav Mahlerlaan 2970
1081 LA Amsterdam

2 Rotterdam

Wilhelminakade 1
3072 AP Rotterdam

3 Breda

Vlaszak 67
4811 GX Breda

4 Eindhoven

Flight Forum 1
5657DA Eindhoven

5 Brussels

Rue des Colonies / Koloniënstraat 56-3
B-1000 Brussels

6 Luxembourg

40, Avenue Monterey
L-2163 Luxembourg

t +31 88 253 5000
f +31 88 253 5400
e info@akd.eu

akd.eu

