

Complaints procedure Hoek Sinke Ten Katen.

5.1 Definitions

In these rules for complaints proceedings the following definitions apply:

- Complaint: any complaint issued by or on behalf of clients addressing the lawyer or those working for him regarding the closing and performing of the contract, the quality of services rendered or the amount of fees charged, with the exception of a complaint as meant in page 4 of “Advocatenwet”;
- complaints officer: mr. R.S. Sinke

5.2 Scope of application

This arrangement applies to any contract between Hoek Sinke Ten Katen and the client. Hoek Sinke Ten Katen will take care of a correct flow up of the claim.

5.3 Goals

These complaint proceedings have as their aim:

- a. to fixate proceedings to deal with claims within a reasonable time frame and in a constructive manner;
- b. to fixate proceedings dealing with the cause of the complaints;
- c. to maintain and optimize existing relationships;
- d. to train employees in dealing with complaints in an adequate manner;
- e. to make better the quality of services rendered by use of these complaint proceedings and analyses of the complaints.

5.4 Information when services commence

The responsible lawyer will point out to clients in the engagement letter that there is a complaints procedure in place as it applies to services rendered.

5.5 Internal complaints proceedings

1. When a client issues a complaint to Hoek Sinke Ten Katen, the complaints officer will inform the lawyer involved in this;
2. The lawyer involved will attempt to find a solution jointly with the client, after having discussed with the complaints officer;
3. Both the lawyer involved and the complaints officer will take care of a decent treatment of the complaint;
4. Both the lawyer involved and the complaints officer will take care of a written confirmation on the complaint to the client;
5. The complaint must have been dealt with within four weeks;
6. Should the complaint not have been solved within the four weeks, Hoek Sinke Ten Katen will sent the complaint to the Dean of the local Bar Association of Rotterdam;
7. Secrecy is guaranteed under all circumstances;
8. The client will not be charged for the costs of dealing with the complaint.

5.6 Complaints registration

1. All complaints will be duly registered by a client file, per complaint.
2. A complaint can be divided into several subjects.
3. The complaints officer will periodically report on complaints and how they were handled and will make recommendations and/or will take appropriate measures in preventing new complaints and to make procedures better.
4. At least once a year the reports and the recommendations made will be discussed throughout the law firm and will be up for further decision making.