

## **COMPLAINTS HANDLING PROCEDURE**

The partnership Wiggers Ross N.V. has a Complaints Handling Procedure that is aimed at resolving as well as possible any complaints or dissatisfactions that Clients may have regarding the manner in which lawyers or staff members of Wiggers Ross N.V. provide their services.

1. For the purposes hereof, a complaint is defined as any oral or written comment or statement made by or for a client of Wiggers Ross N.V. in which dissatisfaction is expressed regarding the services provided by any lawyer and/or staff member of Wiggers Ross N.V., or any comment or statement that may reasonably be qualified as such.
2. The Complaints Officer of Wiggers Ross N.V. is K. Klaasen LL.M. If the complaint concerns a service provided by the Complaints Officer himself, H.J.D. ter Waarbeek LL.M. will act as Deputy Complaints Officer.
3. If a lawyer receives a complaint as defined hereinabove, he/she will inform the Client of the fact that Wiggers Ross N.V. has a Complaints Handling Procedure and will report the complaint to the Complaints Officer as soon as possible.
4. If a Client submits a complaint to Wiggers Ross N.V. in another manner, the complaint will be forwarded to the Complaints Officer, who will subsequently inform the relevant lawyer thereof as soon as possible.
5. The relevant lawyer will then consult with the Complaints Officer regarding the best way to handle the complaint, with the purpose of resolving the complaint of the Client, whether or not with intervention of the Complaints Officer, and in principle a meeting will be held between the Complainant, the relevant lawyer and the Complaints Officer in which the parties will try to find the best solution for the problem.
6. If the aforementioned consultations and meeting do not lead to a solution that is to the satisfaction of the Client and/or the relevant lawyer, and the Client maintains his complaint, the Complaints Officer will refer the matter to the Board of Wiggers Ross N.V., which will as then make a decision in respect thereof. If the relevant lawyer is a member of the Board, he/she will not take part in the decision-making regarding the complaint.
7. The Complaints Officer will inform the Complainant of the decision on the complaint.

8. If the complaint is rejected, the Complaints Officer will provide adequate information to the Complainant regarding the decision and any further steps that the Client may take in this matter.
9. The Complaints Officer will see to it that the complaint and the way in which it will be handled, will be explained in the lawyers meeting and will be discussed with all lawyers.

Wiggers Ross N.V.

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