

# Complaints procedure Alpex Legal B.V.

At Alpex Legal B.V. we are committed to provide sound legal advice and to service our clients optimally. We value our clients' satisfaction with our services and therefore welcome feedback and complaints in the event that a client is not (fully) satisfied with our services. As we value transparency, we welcome our clients to contact us as soon if a matter giving rise to feedback or a complaint arises. In view thereof, Alpex Legal provides clients with the following complaints procedure to ensure that complaints are handled adequately.

## Section 1: Definitions

In this complaints procedure the following terms shall have the following meaning:

- **Alpex Legal** means Alpex Legal B.V., registered with the Trade Register of the Dutch Chamber of Commerce under number 92034136.
- **Complaint** means any written expression of dissatisfaction from or on behalf of a client towards Alpex Legal, any of its attorneys or any other individual working under Alpex Legal's responsibility on the basis of an engagement, the quality of the services or the amount of an invoice, with the exception of a complaint as meant in Section 4 of the Counsel Act (*Advocatenwet*).
- **Client** means the client or its representative that submits a complaint.
- **Complaints officer** means the attorney in charge of handling the complaint.

## Section 2: Scope of the complaints procedure

1. This complaints procedure applies to any and all every services provided to clients by Alpex Legal.
2. Each attorney at Alpex Legal ensures that complaints are handled in accordance with this complaints procedure.

## Section 3: Purpose

The purpose of this complaints procedure is to:

1. establish a procedure to constructively and within a reasonable period of time handle complaints of clients;
2. establish a procedure to determine the cause of complaints;
3. maintain and improve relationships with clients by adequately dealing with complaints;
4. train employees to handle complaints with the client's needs in mind; and
5. improve the quality of services through the handling and analyzing of complaints.

## Section 4: Information provided at engagement

1. This complaints procedure is publicly available on [www.alpex.legal](http://www.alpex.legal). Upon engagement, Alpex Legal informs the client of this complaints procedure.
2. In the general terms and conditions of Alpex Legal it is included that a complaint that has not been resolved can be submitted to the competent court in Amsterdam, the Netherlands.



#### Section 5: Internal procedures

1. All complaints submitted to Alpex Legal will be provided to the complaints officer, Walter Borchert (walter@alpex.legal).
2. After receiving a complaint, the complaints officer informs the person to whom the complaint relates in writing and the complaints officer provides the client and the attorney the opportunity to provide an explanation to the complaint.
3. The person against whom the complaint is made will try to resolve the matter with the client, before or after intervention of the complaints officer.
4. The complaints officer handles the complaint within four weeks after receiving the complaint or notifies the client in writing that this term will be deviated from, including a specification of the reasons for deviating and the term within which the complaint will be handled.
5. The complaints officer informs the client and the person to whom the complaint relates in writing about its opinion on the validity of the complaint and its recommendations.
6. If the complaint is handled to the satisfaction of the client, the complaints officer, the client and the person to whom the complaint relates sign the opinion regarding the validity of the complaint.

#### Section 6: Confidentiality and cost-free complaints procedure

1. The complaints officer and the person to whom the complaint relates shall observe confidentiality in relation to the complaint.
2. The client is not held to pay any compensation for handling the complaint by Alpex Legal, the complaints officer or the person to whom the complaint relates.

#### Section 7: Responsibilities

1. The complaints officer is responsible for handling the complaint within the term set out in this complaints procedure.
2. The person to whom the complaint relates shall keep the complaints officer informed on possible solutions of the complaint and any contacts.
3. The complaints officer shall keep the client informed on the handling of the complaint.
4. The complaints officer shall keep the complaint file.

#### Section 8: Registration of complaints

1. The complaints officer shall maintain a register of all complaints and the subject of the complaints.
2. A complaint can be divided in more than one subject.
3. The complaints officer shall report periodically on the handling of complaints, make recommendations to prevent new complaints and improve procedures.
4. At least once every year the reports and recommendations of the complaints officer shall be discussed at Alpex Legal and be presented for decision making.