

Complaints procedure MOON legal & compliance

Article 1 – Definitions

The following definitions apply in this complaints procedure:

complaint: any written expression of dissatisfaction on the part of or on behalf of the client towards the lawyer or the persons working under his responsibility about the formation and performance of an assignment agreement, the quality of the services or the amount of the invoice, not being a complaint as referred to in section 4 of the Advocatenwet;

complainant: the client or his representative who submits a complaint;

complaints officer: the lawyer charged with handling the complaint;

Article 2 - scope of application

1. This office complaints procedure applies to every assignment agreement between MOON legal & compliance and the client.
2. M. Meddens-Bakker is responsible for handling complaints in accordance with the office complaints procedure.

Article 3 – objectives

This office complaints procedure aims to:

- a. establishing a procedure for constructively handling complaints from clients within a reasonable period of time;
- b. establishing a procedure to determine the causes of complaints from clients;
- c. maintaining and improving existing relationships by means of proper complaints handling;
- d. train employees to respond to complaints in a client-oriented manner;
- e. improving the quality of the services with the aid of complaint handling and complaint analysis.

Article 4 - information at the start of services

1. This office complaints procedure has been made public. Before entering into the assignment agreement, MOON legal & compliance points out to the client that the office uses an office complaints procedure and that this applies to the services provided.
2. MOON legal & compliance has included in the assignment agreement to which independent party or body a complaint that has not been resolved after handling can be submitted in order to obtain a binding decision and has stated this in the assignment confirmation.
3. Complaints as referred to in Article 1 of this office complaints procedure that have not been resolved after handling will be submitted to the competent court in Utrecht.

Article 5 - internal complaints procedure

1. If a client approaches the office with a complaint, the complaint will be forwarded to. M. Meddens-Bakker, who will act as a complaints officer.
2. The complaints officer will inform the person against whom the complaint has been lodged of the submission of the complaint and will give the complainant and the person against whom the complaint has

been made the opportunity to explain the complaint.

3. The person who is the subject of the complaint tries to reach a solution together with the client, whether or not after the intervention of the complaints officer.

4. The complaints officer will deal with the complaint within four weeks after receipt of the complaint or will inform the complainant about a deviation from this period, stating the reasons, stating the period within which an opinion will be given on the complaint.

5. The complaints officer will inform the complainant and the person against whom the complaint is made in writing of the opinion on the validity of the complaint, whether or not accompanied by recommendations.

6. If the complaint has been handled satisfactorily, the complainant, the complaints officer and the person who is the subject of the complaint sign the opinion on the validity of the complaint.

Article 6 - confidentiality and free complaint handling

1. The complaints officer and the person who is the subject of the complaint will maintain confidentiality in the handling of the complaint.

2. The complainant does not owe any compensation for the costs of handling the complaint.

Article 7 – Responsibilities

1. The complaints officer is responsible for the timely handling of the complaint.

2. The person against whom the complaint is made will keep the complaints officer informed about any contact and a possible solution.

3. The complaints officer will keep the complainant informed about the handling of the complaint.

4. The complaints officer keeps the complaints file up to date.

Article 8 - complaint registration

1. The complaints officer registers the complaint, stating the subject of the complaint.

2. A complaint can be divided into several subjects.

Article 9 - notification of insurance

1. If applicable, the complaint will also be reported to the relevant liability insurer.