

## **STIBBE N.V.’S (“STIBBE”) COMPLAINTS PROCEDURE (CIVIL LAW NOTARIES)**

We aspire to continuously improve the quality of our service. If you are not satisfied for any reason, we would like to hear from you. Your complaint can be sent via e-mail to [questionsamsterdam@stibbe.com](mailto:questionsamsterdam@stibbe.com). We will respond in accordance with this procedure and aim to deal with any complaint constructively within a reasonable period of time.

### **1. COMPLAINT**

In this complaints procedure “complaint” means: dissatisfaction with the services provided by a civil law notary (“*notaris*”) which is expressed in writing via [questionsamsterdam@stibbe.com](mailto:questionsamsterdam@stibbe.com) by or on behalf of a client. In this complaints procedure “civil law notary” means a civil law notary (“*notaris*”), an assigned civil law notary (“*toegevoegd notaris*”), a civil law notary candidate (“*kandidaat-notaris*”) or any persons working under their supervision.

This complaints procedure applies to all services provided to the client under an agreement for services by one or more civil law notaries at Stibbe.

### **2. PURPOSE**

The purpose of this complaints procedure is to:

- (a) establish a procedure for constructively dealing with a client’s complaint within a reasonable period of time;
- (b) establish a procedure for determining the cause of a client’s complaint;
- (c) maintain and improve existing relationships by correctly dealing with complaints;
- (d) improve the quality of our services.

### **3. INFORMING OUR CLIENTS**

- 3.1. This complaints procedure can be found on our website [www.stibbe.com](http://www.stibbe.com).
- 3.2. If a complaint has been brought to the attention of Stibbe in accordance with this procedure but has not been satisfactorily resolved, this complaint may be submitted to the Court or Dispute Resolution Committee designated in Stibbe’s general conditions to deal with any disputes between Stibbe and its clients. These general conditions are available on [www.stibbe.com/generalconditions](http://www.stibbe.com/generalconditions). The Dispute Resolution Committee for Civil Law Notaries regulations can be requested from the Secretary of this committee at P.O. Box 90600, 2509 LP The Hague, The Netherlands or via the website [www.geschillencommissie.nl](http://www.geschillencommissie.nl)

### **4. INTERNAL COMPLAINTS PROCEDURE**

- 4.1. Each complaint received will be passed on to a person designated by Stibbe as the complaints officer for that complaint, excluding the civil notary to whom the complaint relates. The complaints officer will at least inform the civil law notary concerned - or the civil law notary responsible for the persons to whom the complaints relates - of the complaint received.
- 4.2. The relevant civil law notary will endeavour to find a solution together with the client, with

or without the complaints officer's intervention. The complaints officer may upon request inform the client of his view with regard to the complaint.

- 4.3. The relevant civil law notary or the designated complaints officer is responsible for the complaint being dealt with in accordance with this complaints procedure.
- 4.4. The complaints officer and the civil law notary concerned - or the civil law notary responsible for the persons to whom the complaints relates - will maintain confidentiality while dealing with the complaint received.

## **5. REGISTRATION AND CLASSIFICATION OF THE COMPLAINT**

- 5.1. The complaints officer will keep a registration of the complaint, specifying the classification of each complaint.
- 5.2. The complaint will be classified applying the following categories, depending on its nature:
  - I. Complaints relating to the way of working or the treatment by the civil law notary.
  - II. Complaints relating to the substantive legal aspects of the civil law notary services.
  - III. Complaints relating to financial aspects of the civil law notary services.
  - IV. Complaints about the civil law notary practice in general.
- 5.3. A complaint can be divided into more than one category.
- 5.4. If the complaint has been satisfactorily resolved, the relevant civil law notary - or the civil law notary responsible for the persons to whom the complaints relates - and the complaints officer will sign a complaints registration form.

## **6. RESPONSIBILITIES**

- 6.1. The relevant civil law notary and the complaints officer are responsible for the handling of the complaint.
- 6.2. The complaints officer is responsible for completing a complaints registration form.
- 6.3. The relevant civil law notary shall keep the complaints officer informed of his or her contacts with the client and of any further handling of the complaint.
- 6.4. Stibbe will assess the complaint within four weeks after it has been received. If this deadline cannot be adhered to, the complaints officer will inform the client and explain the reasons behind the delay. The complaints officer will specify a new deadline to the client for assessing the complaint.
- 6.5. The complaints officer will provide a response to the client regarding the complaint.
- 6.6. The complaints officer will keep a record of the complaint.

## **7. ASSESSMENT OF THE COMPLAINTS**

- 7.1. After a complaint has been dealt with, the complaints officer will collect completed complaints registration forms.
- 7.2. The complaints officers will regularly report within Stibbe on the handling of complaints.

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- 7.3. The complaints officers will process collected data and regularly assess these data for Stibbe.
- 7.4. Complaints officers may issue recommendations to Stibbe to prevent similar complaints or improve procedures.

## **8. INTERNAL DISCUSSION AND PRECAUTIONARY MEASURES**

To further enhance the overall service provided to our clients and to prevent similar complaints and to improve our internal procedures, the manner in which complaints have been handled and recommendations that have been made by complaints officers, will be regularly discussed by Stibbe. As a result, Stibbe may decide to take precautionary measures to improve the quality of its civil law notary services.

## **9. OTHER**

Stibbe will apply this Complaints Procedure unless this would in its view in the given circumstances not be in reasonable proportion with the objectives of this Complaints Procedure.