

COMPLAINTS PROCEDURE

1. Definitions

- 1.1. Client: the natural person or legal entity that assigns the firm to perform work.
- 1.2. Complainant: the client or their representative who files a complaint.
- 1.3. Complaint: any written expression of dissatisfaction by or on behalf of the client towards the lawyer or persons working under their responsibility regarding the establishment, execution of an assignment agreement, the quality of service, or the amount of the invoice, excluding a complaint as referred to in paragraph 4 of the Act on Advocates (Dutch: *Advocatenwet*).
- 1.4. Complaints Officer: the lawyer responsible for handling the complaint or their replacement.
- 1.5. Complaints Procedure: this document being the written representation of the complaints procedure used by the firm.
- 1.6. Firm: El Hannouche Law Firm B.V.

2. Applicability

- 2.1. This complaints procedure applies to every assignment agreement between the firm and the client.

3. Objectives

This complaints procedure aims to:

- 3.1. Establish a procedure to handle client complaints constructively within a reasonable time frame.
- 3.2. Identify the causes of client complaints.
- 3.3. Retain and improve existing relationships through good complaint handling.
- 3.4. Train employees to respond to complaints in a client-oriented manner.
- 3.5. Improve service quality through complaint handling and complaint analysis.

4. Informing the Client

- 4.1. The lawyer informs the client, before entering into the assignment agreement, that the firm has a complaints procedure and that it applies to the services provided.
- 4.2. The firm has made clear through its general terms and conditions which independent party or body a complaint, unresolved through internal handling, can



be submitted to for a binding decision. This has been communicated at the time of the assignment confirmation.

- 4.3. Complaints referred to in Article 1 of the complaints procedure, unresolved after handling, are in principle submitted to the competent court in Amsterdam unless the law mandatorily designates another appropriate Dutch court.

5. Internal Complaints Procedure

- 5.1. If a client approaches the firm with a complaint, it is forwarded to the complaints officer.
- 5.2. The complainant is not required to pay for the costs of handling the complaint.
- 5.3. The complaints officer informs the person about whom the complaint is made and gives both the complainant and the person complained about the opportunity to explain the complaint.
- 5.4. The person complained about tries to reach a solution with the client, possibly after the intervention of the complaints officer.
- 5.5. The complaints officer handles the complaint within one month of receipt or notifies the complainant with reasons for deviating from this period, indicating when a decision on the complaint will be made.
- 5.6. The complaints officer informs the complainant and the person complained about in writing of the decision regarding the complaint, possibly accompanied by recommendations.
- 5.7. If the complaint is satisfactorily resolved, the complainant, the complaints officer, and the person complained about confirm the judgment on the complaint.

6. Confidentiality

- 6.1. The complaints officer and the person complained about observe confidentiality in handling the complaint.

7. Responsibilities

- 7.1. The complaints officer is responsible for timely handling of the complaint.
- 7.2. The person complained about keeps the complaints officer informed of any contact with the client and a possible solution.
- 7.3. The complaints officer keeps the complainant informed about the complaint's progress.
- 7.4. The complaints officer maintains the complaints file.

8. Complaint Registration

- 8.1. The firm registers the complaint, including the subject of the complaint.



- 8.2. A complaint can be categorized under multiple topics.
- 8.3. The complaints officer periodically reports on the handling of complaints and makes recommendations to prevent new complaints as well as to improve procedures.
- 8.4. The reports and recommendations are discussed at the firm at least once a year.

