

## COMPLAINTS PROCEDURE

### Article 1 Definition of terms

In this complaints procedure, the following terms are defined as stated below:

**complaint:** each written expression of dissatisfaction by or on behalf of the client towards the civil-law notary or persons working under his or her responsibility, concerning the formation and performance of a contract for services, the quality of the service or the amount of the invoice, not being a complaint as provided for in the Civil-law Notaries Act (*Wet op het notarisambt*)

**complainant:** the client or his representative who makes the complaint known;

**complaints officer:** the civil-law notary who is responsible for dealing with the complaint;

### Article 2 Scope

1. This complaints procedure is applicable to all contracts for services between Van Heeswijk Notarissen N.V. and the client.
2. Each civil-law notary of Van Heeswijk Notarissen N.V. will ensure that the complaint is dealt with in accordance with the complaints procedure.

### Article 3 Objectives

The aim of this complaints procedure is:

1. to establish a procedure for dealing with clients' complaints within a reasonable period of time and in a constructive manner;
2. to establish a procedure for determining the causes of clients' complaints;
3. to retain and improve existing relations by handling complaints properly;
4. to train staff in how to respond to complaints in a client-oriented manner;
5. to improve quality of service by means of complaint handling and complaint analysis.

### Article 4 Information at the start of the service

1. This complaints procedure is publicly available. Before entering into a contract for services, the civil-law notary will inform the client that the firm has a complaints procedure and that this applies to the service.
2. Van Heeswijk Notarissen N.V. has specified in the general terms and conditions the independent party or body to which a complaint, which has been dealt with but remains unresolved, can be presented to obtain a binding opinion and has made this known upon confirming the contract for services.
3. Complaints, as referred to in Article 1 of this complaints procedure, which have been dealt with but remain unresolved, will be submitted to the District Court of Rotterdam and/or the competent division for notarial matters.

### Article 5 Internal complaints procedure

1. If a client approaches the firm with a complaint, the complaint will be passed on to one of the notaries, not being the civil-law notary who is the subject of the complaint, who will act as the complaints officer.
2. The complaints officer will inform the person against whom a complaint is made, and will give the complainant and the party against whom a complaint is made the opportunity to give an explanation of the complaint.

3. The person against whom a complaint is made will endeavour together with the client to reach a solution, whether or not through the mediation of the complaints officer.
4. The complaints officer will deal with the complaint within four weeks of receipt of the complaint, or will inform the complainant of any deviation from this deadline, giving reasons and stating the period within which an opinion will indeed be given on the complaint.
5. The complaints office will inform both the complainant and the person against whom a complaint has been made in writing of the opinion of the validity of the complaint, and may also make recommendations.

#### **Article 6 Free complaints handling**

The complainant will not be charged the costs of dealing with the complaint.

#### **Article 7 Responsibilities**

1. The complaints officer is responsible for dealing with the complaint promptly.
2. The person against whom a complaint is made will inform the complaints officer about any contact and a potential solution.
3. The complaints officer will keep the complainant informed of progress in dealing with the complaint.
4. The complaints officer will maintain the complaint file.

#### **Article 8**

The complainant and the person against whom a complaint is made may deviate from this complaints procedure, and the complaint may be submitted directly to the district court by mutual agreement.