

Complaints procedure Fieldfisher N.V. (lawyers-advocaten)

Article 1. Definitions

Fieldfisher

Fieldfisher N.V., having its corporate seat in Amsterdam, registered with the Chamber of Commerce under number 67983758

complaint

any expression of dissatisfaction by or on behalf of the client towards the lawyer or the persons working under the lawyer's responsibility regarding the conclusion and performance of an engagement, the quality of the services or the amount of the fee, not being a complaint as referred to in section 4 of the Lawyers Act (*Advocatenwet*)

plaintiff

the client or his/her representative filing a complaint with Fieldfisher.

complaints procedure

the present scheme for handling complaints

complaints officer

the lawyer instructed by Fieldfisher to handle complaints; if the complaint is against that lawyer, the Fieldfisher board will appoint another lawyer as complaint officer

Disputes committee

the disputes committee for lawyers (*geschillencommissie advocatuur zakelijk*; [Advocatuur Zakelijk - De Geschillencommissie](#))

Article 2. Scope

1. This complaints procedure applies to any engagement of Fieldfisher by the client that is performed by one or more lawyers.
2. Every lawyer associated with Fieldfisher will handle a complaint in accordance with this complaints procedure.

Article 3. Objectives

The purpose of this complaints procedure is:

- a. Establishing a procedure to address client complaints in a constructive manner and within a reasonable period of time;
- b. maintaining and improving existing professional relationships through proper complaint handling;
- c. improving service quality.

Article 4. Information at the start of service provision

1. This complaints procedure can be viewed at and downloaded from <https://www.fieldfisher.com/en/locations/netherlands/legal-information>.
2. When entering into the engagement, the lawyer informs the client that Fieldfisher has a complaints procedure for its services.

Article 5. Filing a complaint

1. The plaintiff should send the complaint in writing and signed, to Fieldfisher, for the attention of the Board, by post (Amsteldijk 220, 1079 LK Amsterdam), or by e-mail (AmsterdamBestuur@fieldfisher.com).
2. The complaint shall include at least:
 - a. the name and address of the plaintiff;
 - b. a description of the act or omission to which the complaint relates;
 - c. signature by the plaintiff.
3. If a complaint does not contain all information referred to in Article [5.2], Fieldfisher may decide not to deal with the complaint. In that event, Fieldfisher will give the plaintiff the opportunity to provide the missing information. If the plaintiff fails to do so within the time limit set by Fieldfisher for that purpose, Fieldfisher may decide not to deal with the complaint.
4. Fieldfisher will acknowledge receipt of the complaint in writing within eight working days of its receipt.

5. This acknowledgement of receipt includes:
 - a. the name of the handling complaint officer;
 - b. the course of the complaint procedure;
 - c. a reference to the possibility of the plaintiff being heard.

Article 6. Handling of the complaint

1. The complaints officer:
 - a. records the complaint along with its subject;
 - b. is responsible for the timely resolution of the complaint;
 - c. keeps the plaintiff informed about the handling of the complaint;
 - d. maintains the complaint file; and
 - e. informs the lawyer concerned of the complaint and gives him/her the opportunity to respond to it in writing within a time limit to be set by the complaints officer.
2. The complaints officer is entitled to obtain any information he/she deems necessary to arrive at an impartial handling and assessment of the complaint.
3. If the complaints officer considers it necessary or if one or both parties so wish, both parties shall be invited to attend an oral hearing. If a person other than the client has filed the complaint, the client himself/herself shall also be given the opportunity to be present. The complaints officer shall determine the place, day and hour of the hearing and notify the parties thereof.
4. A record shall be made of the hearing, copies of which shall be sent to the parties on request.
5. The lawyer about whom a complaint has been made will keep the complaints officer informed about any contact with the client and possible resolution.

Article 7. Deadlines

1. The complaints officer shall settle the complaint within four weeks of its receipt.
2. Should a reason arise that prevents the complaint from being settled within this period, the complaints officer may extend this period, in principle for a further period of four weeks. If the complaint officer considers a longer period necessary, he/she will state the reasons why.
3. The complaints officer shall communicate any decision to extend in writing to the plaintiff and the lawyer concerned.

Article 8. Resolution of the complaint

1. The complaints officer shall notify the plaintiff and the person complained against in writing of the opinion on the merits of the complaint, whether or not accompanied by recommendations.
2. If the complaint has been settled to the plaintiff's satisfaction, the client, the complaints officer and the lawyer sign the complaints officer's written communication on its settlement.
3. If the complaint has not been settled to the plaintiff's satisfaction, the plaintiff may refer the complaint with regard to a lawyer to the Disputes Committee.

Article 9. Confidentiality and free handling of complaints

1. The complaints officer and the lawyer about whom a complaint has been made shall observe confidentiality in handling the complaint.
2. The client is not liable to pay any compensation for the cost of handling the complaint

Article 10. Evaluation

1. The complaints officer reports periodically to the Fieldfisher board on the handling of complaints and, if necessary, makes recommendations to prevent new complaints from arising.
2. At least once a year, the complaints officer's reports and recommendations are discussed with all employees within Fieldfisher.

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