

## Complaints procedure Ploum

Complaints procedure Ploum for attorneys and notaries.

### Artikel 1. Complaint

1. In this complaints procedure “complaint” means: any written expression of dissatisfaction by or on behalf of the client against an attorney or a notary concerning the creation and implementation of a contract for services, the quality of services or the amount of the invoice, other than a complaint as referred to in paragraph 4 of the Attorneys Act (Advocatenwet) or in title IX of the Notaries Act [“Wet op het notarisambt”].
2. In this complaints procedure “attorney” and “notary” also means any person working under an attorney’s or a notary’s responsibility. “Notary” means civil-law notary and includes junior notaries and assigned notaries

### Artikel 2. Scope

1. This complaints procedure applies to all contracts of services between Ploum, executed by one or more attorneys or notaries, and the client.
2. Every attorney or notary at Ploum will respond to complaints in accordance with this complaints procedure.
3. In addition to this complaints procedure, the Complaints and Disputes Regulation for civil-law notaries [Verordening Klachten- en Geschillenregeling], issued by the Royal Dutch Association of Civil-law Notaries [KNB], applies to all services by notaries at Ploum.

### Artikel 3. 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. train employees to respond to complaints with the client’s needs in mind; e. improve the quality of services.

### Artikel 4. Information at the start of services

This complaints procedure can be viewed on [www.ploum.nl](http://www.ploum.nl). Before providing services to a client, the attorney or notary informs the client by means of the General Conditions that Ploum has a complaints procedure which applies to the services.

### Artikel 5. Internal procedure

1. Every complaint will be passed on to the complaints officer, being Mr R.E.N. (Rutger) Ploum. If the complaint relates to the complaints officer in his role of attorney or notary, the board of Ploum will designate replacement.
2. The complaints officer informs the attorney or notary who the complaint relates to of the complaint and gives the client and the attorney or notary the opportunity to provide an explanation.
3. The attorney or notary tries to find a solution together with the client, before or after the intervention of the complaints officer.

4. The complaints officer assesses the complaint within four weeks after he has received the complaint. If this deadline is not met, the complaints officer will inform the client of this and explain the reasons. Also, he will specify a new deadline for assessing the complaint.
5. The complaints officer sends a letter to the client and the attorney or notary setting out his view whether the complaint was justified, and he may make recommendations.
6. If a complaint has not been resolved to the client's satisfaction, the client will be referred to the Arbitration Committee for Civil-law Notaries [Geschillencommissie Notariaat] insofar as the Complaints and Disputes Regulation for civil-law notaries applies. In all other cases, the client will be referred to the District Court of Rotterdam.
7. If the complaint has been satisfactorily resolved, the client will inform the complaints officer accordingly.

## **Artikel 6. Confidentiality and no handling fee**

1. The complaints officer and the attorney or notary who the complaint relates to maintain confidentiality while dealing with the complaint.
2. The client does not owe any fee for the handling of the complaint.

## **Artikel 7. Duties**

1. The complaints officer is responsible for the timely resolution of the complaint.
2. The attorney or notary who the complaint relates to keeps the complaints officer informed of his or her contacts with the client and of any possible solution.
3. The complaints officer keeps the client informed of the handling of the complaint.
4. The complaints officer keeps the complaint file up to date.

## **Artikel 8. Complaints record**

1. The complaints officer files the complaint, specifying the subject matter.
2. A complaint can be divided into several subject matters.
3. The complaints officer periodically reports to the Board on how the complaints have been handled and makes recommendations for preventing new complaints and improving procedures.
4. The complaints officer's reports and measures taken are discussed within Ploum at least once a year.