

## OFFICE COMPLAINTS PROCEDURE LYND ADVOCATEN B.V.

LYND Advocaten (hereinafter: LYND) strives to provide its clients with legal advice of high quality. If a client is not satisfied with the services provided, the formation or performance of an engagement agreement, or the amount of an invoice, the client may submit a complaint in accordance with this office complaints procedure.

This office complaints procedure has been drawn up in compliance with Article 6.28 of the Regulation on the Legal Profession (*Verordening op de advocatuur*) and applies to every engagement agreement between LYND and its clients.

### 1. Definitions

1.1. In this office complaints procedure, the following terms shall have the following meanings:

<b>complaint</b>	any written expression of dissatisfaction by or on behalf of a client towards LYND or a lawyer or employee working for it, regarding the formation and/or performance of an engagement agreement, the quality of the services provided or the amount of an invoice, not being a complaint as referred to in Section 4 of the Dutch Lawyers Act ( <i>Advocatenwet</i> ) (disciplinary law);
<b>complainant</b>	the client or their authorised representative who submits a complaint;
<b>complaints officer</b>	the lawyer designated by LYND to handle complaints;
<b>office</b>	LYND;
<b>general terms and conditions</b>	the general terms and conditions of LYND, as applicable from time to time.

### 2. Scope of application

2.1. This office complaints procedure applies to every engagement agreement between LYND and the client.

2.2. Every lawyer working at LYND ensures that complaints are handled in accordance with this procedure.

### 3. Objectives

3.1. The objectives of this office complaints procedure are:

- to establish a clear procedure for the careful and timely handling of complaints;
- to identify the causes of complaints;
- to maintain and improve the relationship with clients;
- to improve the quality of the services provided;
- to comply with the obligations arising from the Regulation on the Legal Profession.

### 4. Information at commencement of services

4.1. This office complaints procedure is publicly accessible and is provided free of charge upon request.

4.2. Upon entering into the engagement agreement, the client is informed that LYND applies an office complaints procedure and that this procedure applies to the services provided.

4.3. If a complaint has not been resolved after being handled in accordance with this procedure, the dispute may exclusively be submitted to the competent civil court in Amsterdam, without prejudice to the client's right to submit a complaint to the dean of the Bar Association (Orde van Advocaten).

### 5. Internal complaints procedure

5.1. A complaint must be submitted in writing, preferably by e-mail, and addressed to the complaints officer:

**mr. A.G.J. Knipping**  
**e-mail: [knipping@lynd.nl](mailto:knipping@lynd.nl)**

5.2. The complaints officer confirms receipt of the complaint in writing.

5.3. The complaints officer informs the person against whom the complaint has been lodged of the complaint and gives both the complainant and the respondent the opportunity to provide an explanation.

- 5.4. The person against whom the complaint has been lodged attempts to reach a solution, whether or not with the involvement of the complaints officer.
- 5.5. The complaints officer handles the complaint within four weeks of receipt of the complaint. If this period is not met, the complainant is informed in writing, stating the reasons and indicating a new deadline.
- 5.6. The complaints officer informs the complainant and the respondent in writing of the opinion on the complaint, with or without accompanying recommendations.
- 5.7. If the complaint has been handled to the satisfaction of the parties, this may be recorded in writing.

## **6. Confidentiality and free handling**

- 6.1. The complaints officer and the person against whom the complaint has been lodged observe the required confidentiality when handling the complaint.
- 6.2. No costs are charged to the complainant for handling the complaint.

## **7. Responsibilities**

- 7.1. The complaints officer is responsible for the careful and timely handling of complaints.
- 7.2. The person against whom the complaint has been lodged provides all relevant information to the complaints officer.
- 7.3. The complaints officer keeps the complainant informed of the progress of the complaint handling.
- 7.4. The complaints officer ensures proper file management.

## **8. Complaint registration and evaluation**

- 8.1. The complaints officer registers all complaints received, stating the subject matter.
- 8.2. Complaints may be classified into multiple categories.
- 8.3. The complaints officer reports internally on the complaints received on an annual basis and makes recommendations to improve the services provided.
- 8.4. The report and recommendations are discussed within the office at least once a year.

*This office complaints procedure entered into force on 1 February 2026 and may be amended by LYND.*