

## Client Grievance Procedure (Legal Services)

### 1 Definitions

The following terms are defined as follows in this client grievance procedure:

<b>Grievance</b>	Any written expression of displeasure by or on behalf of a client with an attorney or any persons working under the attorney's responsibility relating to an issue.
<b>Grievance Officer</b>	The attorney or – at Loyens & Loeff's discretion – one of the attorneys involved in the service provision to the client in question who is an employee of or works at Loyens & Loeff, or the attorney who, at the request of the applicant, has been asked by Loyens & Loeff's General Counsel to handle the grievance in question.
<b>Grievance Procedure</b>	This Grievance Procedure.
<b>Applicant</b>	The client or the client's representative who submits a grievance.
<b>Loyens &amp; Loeff</b>	Loyens & Loeff N.V.
<b>Issue</b>	In relation to the relevant client of Loyens & Loeff: (a) the formation and/or performance of an engagement letter with or by Loyens & Loeff, (b) the quality of the service provision by or on behalf of Loyens & Loeff, and/or (c) the level of the fee charged by Loyens & Loeff. This does not include grievances within the meaning of Section 4 of the Dutch Counsel Act.

### 2 Scope

- 2.1 The applicant has the option to submit a grievance on an issue in accordance with this Grievance Procedure. That said, an applicant is always free to opt for a different method of grievance handling or dispute resolution (where appropriate).
- 2.2 This Grievance Procedure applies to any engagement letter for legal services between Loyens & Loeff and the client.
- 2.3 Each Loyens & Loeff attorney is responsible for handling grievances in accordance with this Grievance Procedure.

- 2.4 Grievances will be governed by the Grievance Procedure most recently posted on the Loyens & Loeff website.

### **3 Information provision**

- 3.1 The most recent version of the Grievance Procedure has been posted on <https://www.loyensloeff.com/en-us/context/legal-information>. When an attorney learns that a Grievance has been submitted, the attorney will inform the client that the firm has in place a Grievance Procedure.
- 3.2 The applicant will be provided with the most recent version of Grievance Procedure as soon as they have submitted a grievance.

### **4 Internal procedure**

- 4.1 As soon as a client or an applicant submits a grievance to Loyens & Loeff, the grievance will be referred to the Grievance Officer. An applicant may request Loyens & Loeff's General Counsel to appoint a different attorney as Grievance Officer than the attorney to whom the grievance relates (i.e. the respondent). If the respondent and the Grievance Officer are the same person, the provisions of this Grievance Procedure will be applied with due observance of this fact.
- 4.2 The Grievance Officer will inform the respondent of the grievance (if and when this person does not already know about the grievance) and offer the applicant and the respondent the opportunity to elaborate on the grievance (or, if the grievance concerns the Grievance Officer, the Grievance Officer will elaborate on the grievance personally).
- 4.3 If deemed necessary, the Grievance Officer can invite the applicant and (where appropriate) the respondent to a meeting at the Loyens & Loeff offices to discuss the grievance with each other.
- 4.4 The Grievance Officer may ask the applicant and the respondent to make suggestions about how the grievance can be resolved (or, if the grievance concerns the Grievance Officer, the Grievance Officer will personally make such suggestions).
- 4.5 The respondent will attempt to resolve the issue in dialogue with the client, whether or not with the input of the Grievance Officer.
- 4.6 The Grievance Officer will handle the grievance within four weeks of having received it. If this handling period is expected to be exceeded, the Grievance Officer will inform the applicant of the deadline by which they can expect an opinion on the grievance, stating the reasons for the extension of the deadline.

4.7 The Grievance Officer will send the applicant and (where appropriate) the respondent a letter informing them of the opinion on the validity of the grievance; this opinion will include recommendations where appropriate.

## **5 Confidentiality and handling at no cost**

5.1 The Grievance Officer and the respondent will observe confidentiality when handling the grievance.

5.2 The applicant will not owe a fee for grievance handling. The applicant will not be eligible for reimbursement of any costs they have incurred for the handling of the grievance.

## **6 Responsibilities**

6.1 The Grievance Officer is responsible for the prompt handling of a grievance.

6.2 The respondent will keep the Grievance Officer up to speed on any contact they may have with the applicant and the potential resolution of the grievance.

6.3 The Grievance Officer will keep the applicant up to speed on the handling of the grievance.

6.4 The Grievance Officer will keep the grievance file up-to-date.

## **7 Grievance documentation**

7.1 The Grievance Officer will document the grievance, specifying the issue.

7.2 A grievance can be classified into multiple categories.

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