

Holdinga Matthijssen Kraak Notarissen has an internal complaints policy for clients who are dissatisfied with the working methods of a civil-law notary, assigned civil-law notary or junior civil-law notary of Holdinga Matthijssen Kraak Notarissen and who wish to submit their complaint to a complaints officer of the firm for settlement, to avoid proceedings before the Disputes Committee for the Notarial Profession or the Division for the Notarial Practice. That policy reads as follows.

### Article 1 Definitions

#### Firm

The civil-law notary firm operated under the name: Holdinga Matthijssen Kraak Notarissen, a trade name of Holding Matthijssen Kraak B.V.

#### Complaint

Any expression of discontent that reasonably qualifies as such made orally or in writing by or on behalf of the client with regard to the services provided by the civil-law notary.

#### Complainant

The client or their representative expressing a complaint.

#### Civil-law notary

Civil-law notary, assigned civil-law notary or deputy civil-law notary affiliated with the firm.

#### Complaints procedure

The procedure used at the firm to handle complaints.

#### Complaints policy

This document, being the written description of the complaints procedure used at the firm.

#### Complaints officer

The person, not being the civil-law notary against whom the complaint is directed, who is entrusted with the handling of the complaint.

#### Complaints registration form

A form to be used internally to implement the complaints procedure laid down in the complaints policy.

#### Disputes Committee for the Notarial Profession (Geschillencommissie Notariaat)

The committee set up by the Foundation for Consumer Affairs Complaints Boards (SGC) and the Foundation for Professional and Commercial Complaints Boards (SGB) where the firm can submit disputed and unpaid invoices and where price/quality disputes can be brought if the solution provided by the firm does not lead to satisfaction.

#### Dispute Settlement Scheme for the Notarial Profession (Geschillenregeling Notariaat)

The procedure for settling disputes between civil-law notaries and clients used by the Disputes Committee for the Notarial Profession.

#### Regulations of the Disputes

#### Committee for the Notarial Profession (Reglement Geschillencommissie Notaraat)

The rules laying down the procedure of the Disputes Committee for the Notarial Profession.

### Article 2 - Objectives

#### The objectives of the complaints policy are:

1. To document a procedure to handle complaints from clients in a constructive manner within a reasonable period.
2. To document a procedure to establish the causes of client complaints.
3. To maintain and improve existing relationships through proper complaints handling.
4. To train employees to respond to complaints in a client-oriented manner.
5. To improve the quality of services by handling complaints and analysing complaints.

### Article 3 - Informing the client

#### The civil-law notary:

- points out to the client that the firm has a complaints policy;
- informs the client that there is the possibility of submitting problems that cannot be solved to the Disputes Committee for the Notarial Profession;
- informs the client that the Regulations of the Disputes Committee for the Notarial Profession can be requested from the committee secretary at PO Box 90600, 2509 LP The Hague or the website [www.degeschillencommissie.nl](http://www.degeschillencommissie.nl).

### Article 4 - The internal complaints procedure

- A complainant who wishes to make use of this procedure reports the complaint in writing (by letter or email) to the complaints officer of the firm and asks him to handle the complaint in accordance with this complaints policy.
- The complaints officer is: S.F. Kwint.
- Within two days of receipt of the written complaint, the complaints officer will confirm receipt of the complaint to the complainant.
- The complaints officer will inform the civil-law notary involved of the written complaint.
- The civil-law notary involved or the complaints officer will ensure that the complaint is handled properly, with due observance of this complaints policy.
- The civil-law notary involved will try to reach a solution together with the complainant, if necessary after consulting the complaints officer.
- Confidentiality must be guaranteed in all circumstances.
- No later than fourteen (14) days after receipt of the written complaint, the complainant will receive either a substantive response to the complaint from the complaints officer or an invitation to a meeting in response to the complaint.
- No later than four weeks after receipt of the complaint, the complaints officer will decide on the substance of the complaint. The complainant will be informed of the decision in writing.
- If the complainant is of the opinion that the complaint has not been dealt with satisfactorily, the complainant may contact the Disputes Committee for the Notarial Profession.

### Article 5 - Registration and classification of the complaint

All complaints will be registered according to the complaints form. The complaints officer registers and classifies the complaint. The complaint is classified according to its nature into the following categories:

1. complaints about the working method of/treatment by the civil-law notary;
2. complaints about legal-substantive aspects of the services provided;
3. complaints about financial aspects of the services provided;
4. complaints about the practice in general.

A complaint can be assigned to multiple categories. If the complaint has been dealt with satisfactorily, the civil-law notary involved and the complaints officer will sign the complaints registration form.

### Article 6 Responsibilities

The civil-law notary involved and subsequently the complaints officer are responsible for dealing with and resolving the complaints.

The complaints officer is responsible for completing the complaints registration form in full.

The civil-law notary involved will keep the complaints officer informed of the progress of the complaint.

The complaints officer will update the complaint file.

### **Article 7 - Analysis of the complaints**

The complaints registration forms are kept by the complaints officer after the complaint has been dealt with. The complaints officer reports periodically on the handling of complaints. The complaints officer processes the data and performs an analysis. The complaints officer also makes recommendations to prevent new complaints, as well as to improve procedures.

### **Article 8 - Internal discussion**

Once a year, the complaints data are discussed in the firm on the basis of an analysis. Improvement measures are prepared and planned. The complaints officer is responsible for preparing this meeting and performing an analysis.

### **Article 9 - Preventive action**

Based on the complaints officer's annual analysis, the firm decides on the preventative measures to be taken to improve the quality of the services. The measures to be taken are presented at the partner meeting together with the analysis.

Amsterdam, January 2020