



Complaints procedure Van Galen Insolvency Law (VGIL)

Article 1 Access to the complaints procedure

The client as defined in VGIL's General Terms and Conditions, is entitled to submit complaints about services by VGIL in the complaints procedure described below. To that effect the client shall inform VGIL in writing within three months from the time it became aware or could reasonably have become aware of acts or omissions giving rise to the complaint, that it wishes the complaints procedure to be applied. VGIL itself can also submit complaints about its services in this procedure.

Article 2 The complaints officer

The complaints will be dealt with by the complaints officer, mr B.F.H. Rumora-Scheltema, lawyer (advocaat) in Amsterdam.

Article 3 The complaints procedure

- (i) If a client has informed VGIL in writing that it wishes the complaints procedure to be applied, VGIL shall submit the complaint to the complaints officer. VGIL also can submit a complaint made by a client to the complaints officer at its own initiative.
- (ii) The complaints officer shall contact, and maintain contact, with the client or its representative. The complaints officer shall, upon receipt of a complaint, send a confirmation of receipt to the client. The complaints officer shall inform the person who is the addressee of the complaint ('the complainee'), and shall allow the client and the complainee to further explain and/or respond to the complaint.
- (iii) The complaints officer furthers a conversation between the complainee and the client in an attempt to reach a solution, in the presence of or without the complaints officer, as seems the most effective way to the complaints officer.
- (iv) The complaints officer establishes whether the complaint has been timely submitted and if so, the complaints officer shall deal with the complaint within four weeks after receipt, or shall inform the client of an extension explaining the reasons for the extension, in which case the complaints officer shall also inform the client of the term within which the complaint shall be dealt with.
- (v) The complaints officer shall inform the client, and the complainee, in writing and with reasons, of his/her opinion on the merits of the complaint, which may include recommendations.
- (vi) If the complaint has been dealt with in a manner satisfactory to all parties involved, the client, the complaints officer and the complainee shall sign the opinion on the merits of the complaint.



Article 4 Confidentiality and free-of charge processing

- (i) No compensation or fee is due by the client for the costs of processing the complaint in accordance with this complaints procedure.
- (ii) The complaints officer and the complainee shall observe confidentiality with respect to the complaint procedure.

Article 5 Responsibilities

- (i) The complaints officer is responsible for timely examination of the complaint.
- (ii) The complainee will keep the complaints officer informed about any contact between the client and the complainee about the complaint and a possible resolution.
- (iii) The complaints officer will keep the client informed about the processing of the complaint.
- (iv) The complaints officer is responsible for the complaint file.

Article 6 Registration and report of complaints

- (i) The complaints officer registers the complaint, along with the subject (category) of the complaint.
- (ii) A complaint may be registered in more than one subject category.
- (iii) The complaints officer reports periodically on the handling of complaints to VGIL and may make recommendations to prevent new complaints and to improve procedures.
- (iv) At least once a year, the reports and recommendations shall be discussed by the complaints officer and VGIL.

Article 7 Competent court

These rules do not affect the right of the client to submit disputes to the competent court.