

Meijburg & Co Company Complaints Procedure

Meijburg & Co aims to provide high quality services. However, if a client is dissatisfied with the activities an attorney at law-tax specialist or tax advisor has performed on behalf of Meijburg & Co, or has a complaint about an invoice sent to them, the client has the right to submit a complaint by notifying Meijburg & Co of the complaint in writing. In accordance with the procedure as set out in the Meijburg & Co Company Complaints Procedure below, Meijburg & Co will deal with the complaint and aim to resolve it within a reasonable period of time.

Article 1. Complaint

1. For the purposes of this complaints procedure, 'complaint' is defined as: each written expression of dissatisfaction from or on behalf of a client toward a lawyer-tax specialist or tax advisor ('Advisor') about the conclusion and the performance of an engagement letter, the quality of the services provided or the amount billed.
2. For the purposes of this complaints procedure, Advisor is also understood to mean the persons who work under the responsibility of the Advisor.
3. A complaint may be submitted in writing to Meijburg & Co, for the attention of the Complaints Officer: by email Klachtenfunctionaris.Meijburg@kpmg.com or by regular mail: P.O. Box 74600, 1070 DE Amsterdam.

Article 2. Scope

1. The complaints procedure applies to each engagement letter drawn up between Meijburg & Co and the client and performed by one or more Advisors.
2. Each Advisor of Meijburg & Co will respond to complaints in accordance with this complaints procedure.

Article 3. Purpose

The purpose of this complaints procedure is to:

- a. establish a procedure for resolving complaints from clients in a constructive manner and within a reasonable period of time;
- b. establish a procedure to determine the causes of client complaints;
- c. maintain and improve existing relationships by dealing appropriately with complaints;
- d. train staff to respond to complaints in a client-oriented manner;
- e. improve the quality of the services provided.

Article 4. Information upon the commencement of the services

This complaints procedure is published on www.meijburg.nl. Before concluding the engagement letter the Advisor will, with reference to the General Terms and Conditions of Meijburg & Co, inform the client that the company has a complaints procedure and that it applies to the services provided.

Article 5. Internal procedure

1. Each complaint will be forwarded to the Complaints Officer appointed by the Managing Board of Meijburg & Co, who will also be an advocaat / attorney at law.

2. The Complaints Officer will inform the Advisor against whom a complaint has been made about the complaint and will give the client and the Advisor the opportunity to provide an explanation.
3. The Advisor will try to resolve the matter with the client, either with or without the intervention of the Complaints Officer.
4. The Complaints Officer will review the complaint within four weeks of its receipt. If this period is deviated from, the Complaints Officer will notify the client of this, stating the reasons why. The Complaints Officer will set a new deadline for dealing with the complaint.
5. The Complaints Officer will send a letter to the client and to the Advisor informing them whether he/she considers the complaint justified, and may make recommendations.
6. If a complaint is not resolved to a client's satisfaction, the client may initiate proceedings before the competent court.

Article 6. Confidentiality and cost-free handling of complaints

1. The Complaints Officer and the Advisor against whom a complaint has been made will deal with the complaint in strict confidentiality.
2. The client does not have to pay the costs of dealing with the complaint.

Article 7. Responsibilities

1. The Complaints Officer is responsible for ensuring the complaint is dealt with promptly.
2. The Advisor against whom a complaint has been made will keep the Complaints Officer informed of their contact with the client and about any potential resolution of the complaint.
3. The Complaints Officer will keep the client informed about the progress of the complaints procedure.
4. The Complaints Officer will maintain the complaint file.

Article 8. Complaint registration

1. The Complaints Officer registers the complaint, stating the subject of the complaint.
2. A complaint may cover several matters, with each matter being classified separately.
3. The Complaints Officer will regularly report to the Managing Board of Meijburg & Co about the resolution of complaints and will make recommendations for avoiding new complaints and improving existing procedures.
4. At least once a year the reports and the measures taken will be discussed within Meijburg & Co.

If you have any questions about Meijburg & Co's Company Complaints Procedure, please contact Mr. P.J.B. Theeuwes, General Counsel of Meijburg & Co also attorney at law and the appointed Complaints Officer at Meijburg & Co.