



## Complaints Procedure Feyr Law B.V.

**Last update: September 2025**

At Feyr Law, we place great importance on the quality of our legal services and the satisfaction of our clients. We strive to provide support that is clear, committed, and thorough. However, it may happen that a client is not entirely satisfied with a particular aspect of our service. In such cases, we believe it is essential to have an accessible and careful procedure in place for expressing a complaint. Below you will find our complaints procedure, which has been drafted in accordance with the guidelines of the Dutch Bar Association.

### Definitions

- **Applicant:** the (former) client or the client's representative who submits a complaint
- **Complaint:** any dissatisfaction with an attorney or a person working under an attorney's responsibility, expressed in writing by or on behalf of a client and concerning how a request for services has been dealt with, the quality of services, or the amount invoiced.
- **Complaints officer:** the (external) attorney responsible for handling complaints.
- **Feyr Law:** the limited liability company under Dutch law Feyr Law B.V., with statutory seat in Vught, the Netherlands.

### Scope

This complaints procedure applies to all services provided to the client by one or more attorneys or a person working under an attorney's responsibility at Feyr Law.

Feyr Law will respond to complaints in accordance with this Complaints procedure.

### Purposes

The purpose of the complaints procedure is to:

- establish a procedure for constructively dealing with a client's complaint within a reasonable period of time;
- establish a procedure for determining the cause of a client's complaint;
- maintain and improve existing relationships by correctly dealing with complaints;
- train employees to respond to complaints with the client's need in mind;
- improve the quality of services.

### Information at the start of services

The most recent version of the complaints procedure can be viewed on <https://feyr.law/complaints-procedure>. Before providing services to a client, the attorney informs the client that Feyr Law has a complaints procedure which applies to the services.

As soon as the applicant discovered or should reasonably have discovered possible grounds for Feyr Law's liability, it will be bound to communicate in writing and properly substantiated by evidence of such claim on Feyr Law to Feyr Law without delay though in any case within three months, on pain of forfeiture of its claims.



Feyr Law has partnered with Taylor Wessing N.V., who will serve as Feyr Law's external complaints officer. A complaint may be filed with E.A.M. van Lierop through e-mail: [nl.complaints@taylorwessing.com](mailto:nl.complaints@taylorwessing.com).

Complaints that have been dealt with but not resolved are submitted to the District Court of 's-Hertogenbosch, the Netherlands.

Any claim against Feyr Law shall lapse one year after the client has notified Feyr Law, or should have notified Feyr Law, unless that claim has been brought before the competent court.

### **Internal procedure**

Every complaint will be passed on the Complaints Officer.

The Complaints Officer informs the attorney who the complaint relates to of the complaint and gives the applicant and the attorney to opportunity to provide an explanation.

The attorney tries to find a solution together with the applicant, before or after the Complaints Officer's intervention.

The Complaints Officer assesses the complaint within four weeks after he has received the complaint. If this deadline is not met, the Complaints Officer will inform the applicant of this and explain the reason; he will also specify a new deadline for assessing the complaint.

The Complaints Officer sends a letter to the applicant and the attorney setting out his view whether the complaint was justified, and he may make recommendations.

### **Confidentiality and free of charge complaint handling**

The complaints officer and the person about whom the complaint has been made shall observe confidentiality when handling the complaint.

The applicant shall not be liable for any costs incurred in handling the complaint.

### **Responsibilities**

The Complaints Officer is responsible for the timely resolution of the complaint.

The attorney who the complaint relates to keeps the Complaints Officer informed of his/her contact with the applicant and of any possible solution.

The Complaints Officer keeps the applicant informed of the handling of the complaint.

The Complaints Officer keeps the complaint file up to date.

### **Complaint registration**

The Complaints Officer files the complaint, specifying the subject matter.



The Complaints Officer periodically reports to Feyr Law on how the complaints have been handled and makes recommendations for preventing new complaints and improving procedures.

At least once a year, the reports and recommendations are discussed internally at Feyr Law and submitted for decision-making.

