



COMPLAINTS PROCEDURE

Introduction

As part of the client service procedures of the Amsterdam, Netherlands office of Arnold & Porter Kaye Scholer LLP (the “Amsterdam Office”), we operate a formal system to ensure that any client complaint is handled promptly, fairly and effectively.

In the event that you do have a complaint about services provided by the Amsterdam Office, please follow the procedures set out below.

Notify your complaint to us

If you are dissatisfied with the advice or service you have received we recommend that, in the first instance, you raise this with the partner who has been leading your work in the Amsterdam Office.

If you feel that a more formal approach is needed from the outset or you are dissatisfied with the outcome of an informal approach or the speed at which it is being handled, please set out your concerns in writing, in as much detail as possible, in a letter or email to the Responsible Partner for the Amsterdam Office. The Responsible Partner is currently Ms. Carla Schoonderbeek, who can be contacted at the following email address: carla.schoonderbeek@arnoldporter.com, or at the following postal address:

Arnold & Porter Kaye Scholer LLP
World Trade Center Amsterdam
Strawinskylaan 385 (Tower 4)
1077 XX AMSTERDAM
Netherlands

Alternatively, please contact Chief Executive Officer of Arnold & Porter Kaye Scholer LLP—currently Mr. Sean T. Howell—at sean.howell@arnoldporter.com, or at the following postal address:

Arnold & Porter Kaye Scholer LLP
601 Massachusetts Avenue, NW
Washington, DC 20001-3743
United States of America

Our actions after we are notified of your complaint

On receipt of your complaint, we will, within two working days of receipt, send you a copy of this complaints procedure and inform you in writing:

- that we are treating your communication as a complaint under our complaints procedure;

- how your complaint will be handled;
- our timescale to give a substantive report;
- who at the firm is dealing with the complaint; and
- we may request further information from you but – subject to that – within 10 working days of receipt of your complaint, we will investigate and provide a substantive response to you, including any conclusions we have reached and any actions we have taken.

It may, in exceptional circumstances, not be possible to investigate your complaint fully and respond to you within 10 working days. If this is the case, we will give you a written progress update on or before the tenth day and a further deadline by which our response as above will be provided.

At the conclusion, we will ask whether your complaint has been resolved to your satisfaction. If you have any concerns about an invoice, you should inform us as described above.

You may also have a right to file a complaint with the office of the Dean of the Amsterdam Bar Association. Details of the procedure for filing such a complaint are available via this link: <https://www.advocatenorde-amsterdam.nl/48641/menupagina-klachten-2018.html>.

Please note, we will not charge for the time taken to resolve a complaint.

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