

A&O SHEARMAN NETHERLANDS COMPLAINTS PROCEDURE

A&O Shearman aims to provide a high-quality service to each of its clients. However, if you, as a client, are not satisfied with the handling of your request for services, the quality of our services, or the amounts charged for our services, you are entitled to submit a complaint. In the first instance, you should contact the partner responsible for the supervision of the matter in question (the **matter partner**) or, if you would prefer to contact another partner, your normal relationship partner (the **relationship partner**). The matter partner and/or your relationship partner will be your point of contact during the complaints procedure.

The complaints procedure set out herein applies to lawyers¹ at A&O Shearman Netherlands and persons working under their responsibility. In case of a complaint about (a) lawyer(s) in one of our other offices (or about a person working under their responsibility), [our global complaints procedure](#) applies and/or the local complaints procedure of the relevant office(s).

We will respond promptly and professionally to any complaint, in accordance with the following procedure.

COMPLAINTS PROCEDURE

1. If your discussions with the matter partner and/or relationship partner do not resolve the matter to your satisfaction, you will be invited to put the complaint in writing, addressed to the local Senior Partner, Sigrid Jansen, per email at sigrid.jansen@aoshearman.com, giving reasons for dissatisfaction in as much detail as possible. Sigrid Jansen will then involve the complaints officer of A&O Shearman Netherlands.
2. On receipt of your written complaint, the complaints officer at A&O Shearman Netherlands will investigate your complaint and provide a reasoned view on the merits of your complaint, together with any recommendations. Both you and the lawyer(s) and/or person(s) working under their responsibility about whom your complaint is made, will be given the opportunity to explain each of your positions to the complaints officer.
3. We will respond to your written complaint within 14 days of receiving. If the complaints officer is unable to provide his views on your complaint within 14 days, he will inform you, and the lawyer(s) and/or person(s) working under their responsibility about whom the complaint is made, thereof, explaining the reasons for the delay, and stating the period within which he will be able to give his view on the merits of the complaint.
4. If the problem can be resolved, the matter partner and/or the relationship partner will consider whether there are any appropriate remedies available to you, and you will be advised of these.
5. The complaints officer, you, and the lawyers and/or persons about whom your complaint is made, will observe confidentiality in relation to the complaints procedure.
6. You will not be charged for our handling of your complaint.
7. If:
 - a) the problem cannot be resolved, and the applicable professional rules of conduct require A&O Shearman to do so; or
 - b) you so request at any time,

you will be advised of your right, if you have one, to complain to the relevant regulatory/professional body, if any, in the jurisdiction of the relevant A&O Shearman office.²

Specifically, if a complaint about the services of a (deputy) civil-law notary ((*kandidaat-notaris*)) has not been resolved to your satisfaction, you are referred to <https://www.notaris.nl>, the public website of the Royal Dutch Association of Notaries (*Koninklijke Notariële Beroepsorganisatie*) where you can find further information about steps to be taken, including submitting your complaint to the Disputes

¹

² This refers to lawyers admitted to the Dutch bar (*advocaten*) and (deputy) civil-law notaries ((*kandidaat-notarissen*)). For the Netherlands, the relevant regulatory and/or professional bodies are: for lawyers admitted to the Dutch bar, and registered at the Amsterdam bar, the Amsterdam bar (*Orde van Advocaten Amsterdam*) and for (deputy) civil-law notaries the Royal Dutch Association of Notaries (*Koninklijke Notariële Beroepsorganisatie*).

Committee for the Notarial Profession (*Geschillencommissie Notariaat*).

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