

Complaints Procedure Rockfield Real Estate

1. Definitions

In this procedure, the following definitions apply:

- Board: the management board of Rockfield Real Estate B.V.;
- Complaint: a written notification of dissatisfaction by a third party about the performance performed by directors or Employees;
- Complainant: the person submitting a Complaint.
- Employee: all persons who perform work for Rockfield Real Estate on the basis of an employment contract or other types of contracts;
- Rockfield Real Estate: all subsidiaries and affiliates of Rockfield Real Estate B.V.;

2. Responsibility of the Board

The Board is responsible for the registration, handling and settlement of Complaints.

3. Procedure for submitting a Complaint

- a) A Complaint must be submitted in writing (by regular mail or by email) to the Board (address: Naritaweg 223, 1043 CB in Amsterdam or info@rockfield.nl) and must contain at least the following items:
 - the name and address of the Complainant;
 - the date;
 - a clear description of the nature of the Complaint and against whom the Complaint is directed.
- b) The Board ensures that the Complainant receives a confirmation of receipt and information about the further procedure for handling the Complaint within one week after receipt of the Complaint.

4. Time planning

- a) Within two weeks after receipt of a Complaint, a consultation with the Complainant takes place. This consultation serves, among other things, to determine whether the Complaint can be dealt with through mediation and to determine to what extent the Complaint is eligible for further treatment.
- b) If the consultation or mediation leads to a suitable solution for the Complainant, the complaint will be considered to be settled. The Complainant and the person against whom the Complaint is directed will be informed in writing by the Board.
- c) In cases where consultation or mediation does not lead to a suitable solution for the Complainant, the handling of the Complaint will continued.
- d) The Board will initiate a further investigation into the Complaint and, depending on the nature of the Complaint, request advice of the necessary experts.
- e) The Board will communicate its findings to the Complainant in writing and substantiated, within 8 weeks after receipt of the Complaint.

5. Registration of complaints

The Board of directors ensures that every written complaint is registered, mentioning the following information:

- a) the name and address of the Complainant;
- b) the date;
- c) a clear description of the nature of the Complaint and against whom the Complaint is directed;
- d) settlement date;
- e) judgment of the Board.

6. Date of entry into force

- a) This regulation comes into force on 1 July 2021
- b) This regulation is published on the website of Rockfield Real Estate.