QUESTIONNAIRE

Please complete this entire form in a legible manner.

\* Delete as appropriate

1. The complainant

0 Ms 0 Mr \*

Initials daytime tel. no. :

Name nighttime tel. no.:

Address e-mail:

Postcode:

Town:

2. Patent attorney

The complaint should be directed against a patent attorney in person and cannot be directed against the organization in which he holds office. If you are unsure which patent attorney your complaint concerns, we advise you to contact the organization to determine which patent attorney you should appeal. If this does not result in mentioning a responsible patent attorney, you can consult the register of the Chamber of Commerce and mention the director (s) of the organization.

Name of tel. no.:

patent attorney

Name of firm

Address fax no.:

Postcode

Town

3. Subject of the dispute

3.1 The service agreement was concluded on:

3.2 If the dispute relates to an invoice,

have you paid the entire invoice? 0 yes 0 no \*

If not, what amount is outstanding? €

4. Complaint

4.1 The Disciplinary Board is not allowed to freely interpret your complaint. We therefore request you to state what rule(s) of conduct the patent attorney has breached in your opinion. For that purpose a copy of the entire Code of Conduct is enclosed. The Disciplinary Board is aware that it is not always easy to state what rule(s) of conduct has/have been breached. Various rules that are often the subject of a complaint are therefore stated below.

(1c) A patent attorney must first of all be a reliable and expert advisor. A patent attorney must act as an independent advisor.

(1d) A patent attorney must practise his or her profession in good faith, in keeping with the honour and respectability of his or her profession. In particular, he or she must refrain from making any false or misleading statements.

(1e) A patent attorney must act in practising his or her profession in such a way as to avoid damaging the confidence in that profession.

(4a) A patent attorney must observe strict confidentiality regarding all statements of a confidential nature.

(4b) A patent attorney must at all times pay the required care and attention to the work entrusted to him or her and must perform that work with the expertise required.

(4e) A patent attorney must refuse or hand back an engagement if handling or continuing it would necessarily conflict with interests that he or she promotes or has promoted for another client or on which he or she has advised.

(5d) On request, a patent attorney must hand over to a new patent attorney all the documents (or copies thereof) required for the handling of the case.

4.2 When did your complaint arise?

4.3 When did you first inform the patent attorney of your complaint?

4.4 Did you do so in writing or by e-mail? : 0 yes 0 no \*

4.5 Did you receive a reply from the patent attorney? : 0 yes 0 no

 If so, on what date?

4.6 Did the patent attorney make you a proposal? : 0 yes 0 no \*

 If so, on what date?

 What was that proposal?

4.7 What is your proposal for the resolution of the dispute?

5. Documents required

Please enclose the following information with this completed questionnaire:

• the engagement letter/intake form;

• the general conditions, if any, to which the order confirmation refers;

• the written complaint to the patent attorney;

• the patent attorney’s reply to your complaint;

• invoice(s) (outstanding or paid);

• timesheets related to the invoice(s);

• all documents that you consider relevant to the assessment of your dispute.

We prefer to receive the documents (or copies thereof, copied on one side) in A4 format enclosed with this questionnaire, to avoid delay in the handling of the dispute.