



1. All work and services provided are subject to the Complaints- and Dispute Procedure of the Legal Profession.
2. A copy of our (Dutch) Complaints Procedure is on the website and an English version will be provided upon request.
3. In the event that you are unsatisfied about the quality of our services or the amount of the invoice you will inform your lawyer of your complaint. Reference is made to our Complaints Procedure. You will need to file your complaint within a period of three months after the moment when you became aware of or could reasonably become aware of the acts or omissions of the lawyer giving rise to the complaint.
4. I will submit a written proposal for a solution to you within four weeks after receipt of the complaint. In the event this fails to result in an acceptable solution to your opinion, you may submit your complaint to the Disputes Committee of the Legal Profession (in Dutch: Geschillencommissie Advocatuur). You may also directly submit your complaint to the Disputes Committee of the Legal Profession if I have not handled your complaint within a period of four weeks after filing your complaint.
5. The regulations of the Disputes Committee of the Legal Profession as eligible at the moment of filing will be applicable. You may request a copy of these regulations via the Disputes Committee of the Legal Profession (post box 90600, 2509 LP Den Haag).
6. You may submit your complaint to the Disputes Committee of the Legal Profession at the address mentioned above within a period of twelve months after the written response of the law firm. After the aforementioned twelve months this possibility will cease to exist.
7. The law firm may submit unpaid invoices to the Disputes Committee of the Legal Profession for recovery.
8. The regulations of the Disputes Committee of the Legal Profession provide for binding recommendation in the event of a private client, unless the client approaches the ordinary court within a month of completing our internal complaints procedure. Binding recommendation in the event of recovery of an unpaid invoice with a private client is only applicable if the client deposits the outstanding amount with the Disputes Committee of the Legal Profession. Otherwise arbitration will be applicable at the recovery.
9. The Disputes Committee of the Legal Profession is competent to assess complaints about the quality of the services rendered by a lawyer and the amount of all sort of invoices. The Disputes Committee of the Legal Profession is furthermore competent to assess damage claims to a maximum amount of €10.000. You may only submit a higher damage claim to the Disputes Committee of the Legal Profession if the amount is limited to €10.000 and you will renounce in writing of claiming the surplus.
10. Decisions of the Disputes Committee of the Legal Profession about the quality of the rendered services have no authority of res judicata in possible procedures with the ordinary court regarding damage claims above € 10.000. This means that you may not rely on a decision of the Disputes Committee of the Legal Profession with the ordinary court regarding a damage claim of more than €10.000.
11. The Disputes Committee of the Legal Profession decides with the exclusion of the ordinary court. Appeal against a decision of the Disputes Committee of the Legal Profession is not possible.