



GESCHILLENCOMMISSIE ADVOCATUUR

Dissatisfied with our services?

Our firm will do everything to provide you with the highest possible level of service. It can still happen that you are dissatisfied with a certain aspect of our services. This brochure will provide explanation on what you can do.

Our internal complaint scheme

If you are dissatisfied about the quality of our services or about an invoice, we request that you first put these objections to your own advocate. You can also turn to Ms Y.K. de Boer

In consultation with you, we will as soon as possible try to find a solution to the problem that has arisen. We will always confirm this solution to you in writing.

Should this consultation regrettably not lead to a satisfying result, you can submit your complaint to the Disputes Committee for the Legal Profession. This is only possible after you have first brought your objections before our firm. This road will also be open to you when our firm has not responded to your complaint in writing within four weeks after the filing of your objections.

Disputes Committee for the Legal Profession

Our firm has joined the Disputes Committee for the Legal Profession. This disputes committee has existed since June 1st 1999 and falls under the Foundation for Disputes Committees for Consumer Cases (SGC) and that for Profession and Business (SGB) in The Hague.

You can submit your complaint to the Disputes Committee for the Legal Profession within 12 months after the date of the written reaction from our firm.

For the benefit of business clients the Disputes Committee for the Legal Profession decides in the form of an arbitral award or, in case the dispute has been submitted by a private client, in the form of a binding advice.

The Disputes Committee for the Legal Profession is empowered to adjudicate on complaints concerning the quality of the services rendered

by an advocate and the amount of his/her invoice. Should you feel that you are entitled to damages, the Disputes Committee is also empowered to adjudicate on damages claims to a maximum sum of € 10,000. Higher damages claims can also be submitted to the Disputes Committee for the Legal Profession if you explicitly limit the amount thereof to a maximum of € 10,000 and you waive the excess in writing.

Our firm itself can also submit unpaid invoices to the Disputes Committee for the Legal Profession for collection.

The Disputes Committee for the Legal Profession¹ handles the case according to the Regulation of the Disputes Committee for the Legal Profession that is in force at the moment of the submission of the complaint to the Disputes Committee.

No appeal is possible against the decision of the Disputes Committee for the Legal Profession.

Addresses

Ms Y.K. de Boer
Post Office Box 85715
2508CK The Hague

Secretary Disputes Committee for the
Legal Profession
Bordewijklaan 46 (2nd floor)
2591 XR The Hague
Tel. 070-3105310
Post Office Box 90600
2509 LP The Hague

¹ The rules for supervision and disciplinary law statutorily provided for ensure the correct professional conduct of advocates. The nature of the procedure at the Disputes Committee for the Legal Profession is another: it is intended as a means of settling disputes regarding quality of services and/or financial aspects thereof, and therefore does not prejudice those statutory provisions.