

COMPLAINTS HANDLING AND DISPUTE SETTLEMENT SCHEME

Despite our efforts, it may happen that you are dissatisfied about, say, the legal assistance or the amount of the invoice. In such situations, you can utilise our complaints handling scheme.

You can file your complaint with our firm first. We will handle your complaint in accordance with a complaints procedure formulated by the Dutch Bar Association. To take advantage of the complaints handling scheme, you need to submit your complaint to our firm within three months after you learned or reasonably could have learned of the actions or omissions leading to your complaint. We will try to resolve your complaint in writing within six weeks of receiving it.

In those instances where our internal complaints handling scheme has not sufficiently resolved the complaint, the dispute may be brought before the civil court in Rotterdam.

LAWYER

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