

## Complaints procedure HM Law Amsterdam Rotterdam

### 1. Introduction

- a. HM Law Amsterdam Rotterdam (“HM Law”) has a complaints procedure for its legal services (“rules”) which is set out below. These rules contain procedures for the handling of complaints of clients about the professional services provided by a lawyer of HM Law (“lawyer”).
- b. If HM Law does not succeed to resolve a complaint of a client about the professional services provided by a lawyer subject to these rules in a manner acceptable for the client, the client can apply to the Disputes Committee for the Legal Profession (the “Committee”) subject to the Legal Profession Disputes Committee Rules or the an ordinary Civil Dutch Court.

*Complaints officer:*

Mr R.P.M. van Leeuwen  
P.O. Box 92244  
1090 AE Amsterdam  
The Netherlands

*Deputy complaints officer:*

Mr N. Hoogeboom  
Sluisjesdijk 155  
3087 AG Rotterdam  
The Netherlands

### 2. Definitions

In these rules the following terms have the following meaning:

- **complaint:** every expression of discontent about the legal services provided by a lawyer of HM Law about the execution and performance of the instructions, the quality of services or the amount of any note of charges;
- **complainant:** the clients or its representative who files a complaint with HM Law;
- **complaints procedure:** the subject rules for handling complaints;
- **complaints officer:** the lawyer of HM Law responsible for the handling of a complaint;
- **HM Law:** HM Law B.V. having its registered seat at Amsterdam and having its offices at Sem Presserhof 117 1087 JE Amsterdam respectively Riverside Law B.V. having its registered seat at Sassenheim, and having its offices also at Sluisjesdijk 155, 1087 AG Rotterdam.



### **3. Purpose**

These rules aims amongst others at providing fixed procedures in order to handle complaints of clients within a reasonable period in a constructive manner for all parties.

### **4. Filing a complaint**

The complainant sends a complaint in writing (“complaint”) to the complaint officer of HM Law. No charges are due by the complainant in respect of the handling of the complaint. The complaint has to contain the name and the address of the complainant and/or his representative, the date and a description of the conduct against which the complaint is directed. HM Law can decide not to deal with a complaint if the same does not comply with the requirements set out above. In such case HM Law allows the complainant to complete the complaint with the required information within two weeks after the date of the letter of HM Law to the complainant. If the complainant does not complete the complaint, HM Law may decide not deal with the complaint. The complainant receives the decision in writing.

### **5. Confirmation of receipt**

Ultimately within ten days after receipt of a complaint in conformity with the requirements set out above respectively a complaint being completed HM Law will confirm to the complainant or his representative the receipt of the complaint. This confirmation contains at least the name of the complaints officer handling the complaint and the conduct of the complaint procedure.

### **6. Handling of the complaint**

The handling complaints officer informs the concerned lawyer (“lawyer”) in respect of the complaint. The lawyer will be allowed by the handling complaint officer to respond in writing in respect of the complaint within a period fixed by the handling complaints officer. The complaints officer is entitled to obtain any information which he deems necessary for a proper handling and judgment of the complaint.

In as far as the complaints officer finds this opportune, or if the complainant and/or the lawyer ask for this, the complaints officer will give notice to both parties in order to be heard. The complaints officer determines the location, date and time and informs the parties in writing. The complaints officer will draw up a written report of this hearing. At request a copy of this report will be provided to the parties.



## **7. Period**

In principle the complaint procedure will be completed by the complaint officer within four weeks after receipt. The complaints officer can extend this period, in principle by four weeks, in the event there are circumstances which prevent the complaint procedure to be completed within the first period of four weeks. The complaints officer informs the complainant and the lawyer about the reasons for a longer period in writing and mentions the period within which a decision will be provided.

## **8. Settlement of the dispute**

The complaints officer proposes a settlement if possible and makes an assessment on the merits of the complaint if required. The complaints officer informs the complainant and the lawyer in writing about the decision on the merits of the complaint.

If the complainant does not agree with the offer and/or decision on the merits of the complaint of the complaints officer, the complainant may apply to the Disputes Committee subject to the Legal Profession Disputes Committee Rules or the an ordinary Civil Dutch Court.