

Internal complaints procedure and membership of the Disputes Committee for the Legal Profession

Internal complaints procedure

If you are dissatisfied with the quality of the services or with the invoices of CB de Jong Legal, we would like to ask you to submit your objections to us. To do so, please first contact the lawyer handling your file, Mr C.B. de Jong. If you are unable to reach an agreement with this lawyer, you can write to Mrs E.G. Frishman-Jansen, the complaints officer. Mrs E.G. Frishman-Jansen is also a lawyer. She has her office in the same building as CB de Jong Legal in (1017 BV) Amsterdam at Herengracht 503 and is associated with the law firm JFR Legal. In order to promote the independent handling of your complaint, CB de Jong Legal has asked Mrs E.G. Frishman-Jansen to take on the role of complaints officer for CB de Jong Legal if necessary, and she has agreed to do so.

You must submit your complaint in writing to the complaints officer within three months of the date on which it arose or of the date on which you could have become aware of it. Upon receipt of your written complaint, the complaints officer will consult with the lawyer handling your file. Following this consultation, an attempt will be made to find a solution to the problem that has arisen. If this proves impossible, an assessment will be made about your complaint. You will be informed in writing of both a possible solution and an assessment on your complaint. We aim to notify you within two weeks after we have received your complaint. If possible, this will include details of how we wish to enter into consultation with you in order to find a solution. Should it not prove possible to find a satisfactory solution for the parties, you will be informed of this and of the opinion of the complaints officer within two weeks.

Disputes Committee for the Legal Profession

CB de Jong Legal is a member of the Disputes Committee for the Legal Profession (*Geschillencommissie Advocatuur consumenten en advocaat zakelijk*). In the event that a complaint cannot be resolved satisfactorily in accordance with our internal complaints procedure, you may submit a complaint to the Disputes Committee for the Legal Profession no later than 12 months after your complaint has been dealt with internally. Please note that you can only turn to the Disputes Committee on the Legal Profession after you have first submitted your objections to the firm in writing in accordance with our internal complaints procedure. The Disputes Committee handles the case according to the Legal Profession Disputes Committee Rules that apply at the time of submitting a complaint to this committee. You can request the regulations from the Disputes Committee for the Legal Profession at the address: PO Box 90600, 2509 LP The Hague. Our firm can submit unpaid invoices for collection to the Disputes Committee for the Legal Profession. If it concerns services to a private client, the regulations provide for a binding opinion, unless the client applies to the ordinary court within one month after the complaint has been handled by our firm. In the event of collection of a claim against a private client, a binding opinion only exists if the client pays the outstanding amount to the Disputes Committee. If he fails to do so, arbitration will apply to the collection.

The Disputes Committee pronounces its judgment by means of an arbitral award or in the form of a binding advice. The latter only applies to private clients, if they themselves prefer so. The Disputes Committee is authorised to adjudicate on complaints concerning the quality of the services provided by the lawyer and the amount of the invoice. In addition, the Disputes Committee is authorised to adjudicate on claims for damages up to a maximum amount of € 10,000 (including VAT). If you wish, you can also submit higher damage claims to the Disputes Committee for the Legal Profession, but on condition that you limit the amount of the claim to a maximum of €10,000 (including VAT) and explicitly renounce any higher amount. Contrary to our general terms and conditions, the Disputes Committee for the Legal Profession rules to the exclusion of the ordinary court. No appeal is possible against the decision of the Disputes Committee on the Legal Profession.