

Complaints Procedure of the Firm

1. Introduction

There can be several reasons why you as a client are not satisfied with our services. The complaints procedure of the firm applies to every agreement that is entered into with you as a client and a lawyer of DH Legal (hereinafter referred to as lawyer), c.q. DH Legal for products and services of the Product Platform, respectively. This is also mentioned in the Terms and Conditions of DH Legal. The complaints procedure is available on the website of DH Legal (www.dh-legal.nl). A complaint relates to the written notification – via the forms on the website – of dissatisfaction from or on behalf of you, as a client, towards the lawyer, c.q., DH Legal for products and services of the Product Platform, or the people working under our responsibility, regarding the conclusion and execution of our agreement, the quality of our service or the amount of the invoice, not being a complaint as referred to in Paragraph 4 of the Dutch Act on Advocates.

2. Investigation

In the context of the investigation, the director of the firm investigating the complaints is authorized to access all assignment documentation that is deemed relevant. The initial complaint handling is aimed at finding a solution to the complaint that is acceptable to you as a client and to the lawyer, c.q. DH Legal for products and services of the Product Platform. If desired, it can be decided to keep the identity of the complainants (initially) confidential.

The director documents the investigation in such a way that the file can support the decision to be taken. He gives both the lawyer, c.q. DH Legal for products and services of the Product Platform and you, as a client, the opportunity to provide an explanation. Based on the documents and the explanation, a conclusion is drawn regarding the merits of your complaint. Within four weeks after receipt of the complaint, you as the complainant and the lawyer, c.q. DH Legal for products and services of the Product Platform will be informed in writing and with reasons about the merits of the complaint which may also contain recommendations. In the event of a deviation from the term, you, as the complainant, and the lawyer, c.q. DH Legal for products and services of the Product Platform will be notified, stating the reasons for delay, and stating within which term a written conclusion whether the complaint is well-founded will be given. If your complaint has been handled satisfactory, you, as the complainant and the lawyer, c.q. DH Legal for products and services of the Product Platform will jointly sign the written conclusion on the merits of the complaint and the manner in which the complaint has been handled. If the handling of your complaint has not led to your satisfaction as a client, the complaint will be submitted to the Disputes

Committee for the Legal Profession (if possible). If this is not possible, then only proceedings before the competent Dutch court remain.

3. The Disputes Committee for the Legal Profession

The Disputes Committee for the Legal Profession reviews requests relating to the quality of the service and/or the amount of the invoices. The Committee is also competent to evaluate requests for compensation (up to the maximum of € 25,000). The lawyer can also request the Committee to assess the unpaid invoices.

4. Reporting complaints via forms on the website with the forms below

DH Legal attaches great importance to the satisfaction of you as a client. We will do everything we can to provide you with the best possible service. However, it is possible that you are dissatisfied with (a certain part of) our services.

If you are dissatisfied with the conclusion and the execution of the assignment, the quality of the service or the amount of the invoice, we ask you to first discuss the complaint with the lawyer, c.q. DH Legal for products and services of the Product Platform. If your complaint has not been handled to your satisfaction in this way, you can then submit your complaint via the website on the basis of the forms below.

We will try to find a solution for your complaint in consultation with you as soon as possible.

The solution will always be confirmed in writing by the firm. You can expect a written response within four weeks. In the unlikely event that this takes longer, we will timely inform you with the reason for this delay and the period within which you can expect a response.

If you have a complaint and you let us know, we appreciate it very much. You can be assured that all well-founded complaints will be included in the annual evaluation within the firm. We will do our utmost to prevent any recurrence.

5. Complaints Registration Form

Below you will find the complaint registration form for submission of your complaint via the website (www.dh-legal.nl).

Complaint statement

Date of receipt of complaint	
Name of complaint recipient	
Name client	
Nationality	
Address	
E-mail	
Phone number	
Mobile number	
Fax number	
File number	
Lawyer on the case	
Name of complaint officer	

Description of the complaint	
Discussed with the lawyer on the case	
Submission of the complaint	Via the website www.dh-legal.nl

Classification complaint: To be completed by you as a client in the forms below

(If applicable)

Class I: Complaints about the style of work/treatment by the lawyer, c.q. DH Legal in case of DH Legal products and services of the Product Platform

(...)	Inaccurate or offensive comments
(...)	Slowness, laxity, not paying enough time and attention to the case
(...)	Insufficient/incorrect information about the progress/consequences of the case
(...)	Not (or not timely) submitting documents, providing incorrect information
(...)	Insufficient representation of interests/preparation at the hearing/not present (in time) at the hearing
(...)	Acting without permission/consultation
(...)	Conflict of interest
(...)	Violating confidentiality, passing on information to third parties/press, misuse of knowledge
(...)	Influencing/misleading the other party/third parties/judge
(...)	Bring lawyer's correspondence/settlement negotiations/documents into court
(...)	Fraud, forgery, other (incitement to) unlawful action/bribery
(...)	Complaints regarding the transfer of a case to another lawyer
(...)	Intimidation, blackmail, threats
(...)	Wrongly refusing to provide legal assistance/withdrawal from the case
(...)	Failure to keep or frustrate appointments
(...)	Directly addressing the counterparty's client/third parties
(...)	Other

Class II: Complaints about the substantive legal quality aspects of the service

(...)	Taking no or insufficient legal action, not observing deadlines
(...)	Making substantive mistakes, achieving insufficient results
(...)	No or incorrect advice/to have little knowledge of the matter
(...)	Disregarding client advice/assignment
(...)	Unnecessary litigation/carrying out work without prospects/incurred unnecessary considerable costs for complainant
(...)	Wrongly taking other (legal) measures
(...)	Wrongly seizing/filing for bankruptcy
(...)	Other

Class III: Complaints about the financial aspects of the service

(...)	Excessive invoicing
(...)	Wrongly claiming/charging advances or court fees/offsetting
(...)	Insufficiently specifying invoices
(...)	Invoicing, notwithstanding subsidized legal aid has been granted
(...)	Other invoicing problems

(...)	Not (or insufficiently) giving the client opportunity to make use of government-funded legal assistance
(...)	Failing to meet financial obligations towards the other party/third parties
(...)	Other problems concerning use of government-funded legal assistance
(...)	Other

Class IV: Complaints about the practice in general

(...)	Being unreachable/not answering telephone calls and mail (in a timely manner)
(...)	Not handing over files/lose documents
(...)	Other

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