

## HM Law complaints procedure

### 1. Introduction

- a. HM Law B.V. ("**HM Law**") has a complaints procedure for the legal profession ("**Scheme**") which is set out below. This Scheme contains procedures for handling complaints from clients about the services provided by a lawyer of HM Law ("**lawyer**").
- b. If HM Law fails to resolve a client's complaints about the services provided by a lawyer using this Scheme in a manner acceptable to that client, the client may apply to the ordinary civil court in Amsterdam.

Complaints officer for the legal profession

Mr R.P.M. van Leeuwen  
PO Box 92244  
1090 AE Amsterdam

Deputy

Mr J.M. Louwrier  
PO Box 92244  
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### 2. Definitions

In this Scheme, the following terms shall have the following meanings:

**complaint:** any expression of dissatisfaction with the service provided by a lawyer of HM Law on the formation and performance of the contract of engagement, the quality of service or the amount of the fee;

**Complainant:** the client or representative who submits a complaint to HM Law;

**complaint scheme:** the present scheme for handling complaints;

**complaints officer:** the HM Law lawyer in charge of handling the complaint;

**HM Law:** HM Law B.V. having its registered office in Amsterdam and its principal place of business at Oudeschans 83, 1019 WD Amsterdam.

### 3. Target

One of the aims of the Scheme is to have established procedures to deal with client complaints within a reasonable period of time in a way that is constructive for all parties.

### 4. Filing a complaint

The complainant party sends the written complaint ("complaint") to HM Law's complaints officer. The complainant is not liable to pay any fee for the cost of handling the complaint,

The complaint must contain the name and address of the complainant party and/or his representative, the date and description of the act or omission against which the complaint is directed and be signed. HM Law may decide not to handle a complaint if it does not meet the requirements referred to above. In that case, HM Law will give the complainant the opportunity, within two weeks of HM Law sending the notice to the complainant, to supplement the complaint in accordance with said requirements. If no such

supplement is provided within that period, HM Law will not consider the complaint. The complainant will be notified of this in writing.

## **5. Confirmation of receipt**

No later than ten working days after receipt of the complaint submitted or completed in accordance with the applicable requirements, HM Law shall confirm receipt thereof to the complainant. This confirmation shall in any case include the name of the complaint officer handling the complaint and the course of the complaint procedure.

## **6. Treatment of the complaint**

Upon receipt of a complaint, the complaints officer will work with the lawyer and the client to try to reach a solution.

The complaint shall be settled within four weeks after receipt of the complaint. If this proves impossible, the complaints officer shall notify the complainant of any deviation from this deadline, stating the period within which an opinion on the complaint will be given. The complaints officer is responsible for the timely handling of the complaint.

The complaints officer will suggest a solution where possible and give an opinion where necessary. The complaints officer informs the complainant and the lawyer in writing of his/her opinion on the merits of the complaint.

When the complaint has been settled satisfactorily, the complaints officer will prepare a document containing the opinion on the merits of the complaint, which will be signed by all parties.

The complainant is not liable to pay any compensation for the costs of handling the complaint.

## **7. Settlement of the dispute**

If no solution is found or the complainant does not agree with the opinion of the complaints officer, the complainant may apply to the ordinary civil court in Amsterdam.

## **8. Complaint file and confidentiality**

The complaints officer maintains the complaint file. In it, each complaint is recorded along with the complaint subject. A complaint may be divided into several topics.

The complaints officer shall observe confidentiality when handling complaints.