

Office complaints procedure for damsté lawyers – civil law notaries

1. The Office Complaints Procedure applies to our services.
2. If you are not satisfied with the outcome or implementation of a letter of engagement, the quality of the service or the level of our fees, you should first submit your complaint to our office. Our Office Complaints Procedure serves here as guidance. You should submit your complaint to our office within three months of when you became aware or reasonably could have become aware of the actions or omissions that gave rise to your complaint. The submission and handling of the complaint is free of charge.
3. Our office will always write to you to confirm a solution for the problem that arose, via our Complaints Officer J.A. Holsbrink, LL.M., within four weeks of your submission of the complaint. Both you and the person about whom the complaint was made will be given the opportunity to provide further information about the complaint. If the Complaints Officer is unable to deal with this within four weeks, we will write to you to tell you when we will provide a decision.
4. If our office does not provide a solution that you consider satisfactory, then you can submit a complaint to the Disputes Committee for the Legal Profession. This option is also available to you if our office has not handled your complaint within the stated period after it was submitted. You can request the Legal Profession Disputes Committee Rules from: The secretary to the Disputes Committee for the Legal Profession, Postbus 90600, 2509 LP The Hague, Telephone: 070-3105310 (Monday to Friday between 9 a.m. and 5 p.m.).
5. You can submit your complaint to the Disputes Committee for the Legal Profession at the above address up to twelve months after receiving the written response from our office. After twelve months, this option will no longer be available.
6. The Disputes Committee for the Legal Profession issues its decision through an arbitration judgement, unless you as a consumer bring the dispute before the courts and state that you would like to see the dispute settled through a binding recommendation.
7. The Disputes Committee for the Legal Profession is authorised to adjudicate on complaints concerning the quality of the lawyer's service and fee levels. The Disputes Committee for the Legal Profession is also authorised to adjudicate on compensation claims of up to € 10,000. You can only submit higher claims for compensation to the Disputes Committee for the Legal Profession if the amount of the claim is limited to € 10,000 and you expressly waive any amount in excess of this.
8. Decisions by the Disputes Committee for the Legal Profession on the quality of service do not have the authority of a final decision in any legal proceedings before an ordinary court for compensation claims of over € 10,000. This means that you cannot rely on a decision by the Disputes Committee for the Legal Profession in any potential legal proceedings before an ordinary court for compensation claims of over € 10,000.
9. Our office can submit unpaid fees to the Disputes Committee for the Legal Profession for collection.
10. The Disputes Committee for the Legal Profession will handle the matter in accordance with the Regulations of the Disputes Committee for the Legal Profession that apply at the time that complaint was submitted to the disputes committee.
11. The Disputes Committee for the Legal Profession adjudicates to the exclusion of the ordinary court. Appeals cannot be lodged against decisions by the Disputes Committee for the Legal Profession.