

Office complaints procedure

Do you have a complaint about us?

Do you have a complaint about the service provided by Hart advocaten N.V. or one of its lawyers or support staff (hereinafter to be referred to as the lawyer)? And is the complaint about the creation of the agreement with Hart advocaten, the way in which Hart advocaten carried out the agreement, the quality of the services or about the amount of the declared fee(s)? If so, you can submit a complaint with Hart advocaten's complaints officer Ellen Grasman. We do not charge you for the handling of your complaint by the complaints officer.

Submitting a complaint

1. You must submit the complaint within three months, starting from the moment you became aware of or could reasonably have become aware of the actions or omissions of the lawyer to whom the complaint applies. If you are late in submitting your complaint, the complaints officer will not assess it. You will always be informed of this.

2. You must submit the complaint by sending an e-mail to the complaints officer. Your letter must in any case include the following information:
 - Your name and address details;
 - The name of the lawyer to whom the complaint relates;
 - The description of the complaint;
 - The Hart advocaten file number to which the complaint relates;
 - The submission date of the complaint and your signature.

Please note: if you do not include this information in your complaint, the complaints officer will not assess your complaint.

3. You will receive a confirmation of the submission of your complaint.

Handling a complaint

1. Complaints are handled with care and in confidence. This does not only apply to us, but also to you. All parties involved will maintain confidentiality as regards the complaint and the complaints procedure.

2. The complaints officer informs the person against whom the complaint was made about said complaint. That person can respond to this in writing. The complainant can also explain the complaint in writing.
3. The person to whom the complaint relates will first try to find a solution with you. If this is unsuccessful, the complaints officer will assess the complaint within 4 weeks after the date of the complaint. The complaints officer is allowed to extend this term. The complaints officer will inform you of this.
4. The complaints officer will send you the result of the assessment.

If there is still no solution

If the complaint has not been resolved to your satisfaction, you can then submit the complaint to the competent court in Amsterdam.