Hoboken
law firm

Complaints procedure of Hoboken law firm

1. Definitions

1.1 In this complaints procedure the following definitions apply:

- **complaint**: each written expression of dissatisfaction from or on behalf of the client towards the lawyer or the persons working under his/her responsibility concerning the conclusion and fulfilment of a professional services agreement, the quality of the services, or the level of the fee note, not being a complaint within the meaning of paragraph 4 of the Dutch Counsel Act;
- **complainant**: the client or his/her representative expressing a complaint;
- **complaints officer**: the lawyer entrusted with the settlement of the complaint.

2. Scope of application

2.1 This complaints procedure is applicable to each professional services agreement between Hoboken law firm and the client.

2.2 Each lawyer of Hoboken law firm shall see to settlement of complaints in accordance with the complaints procedure.

3. Article 3 purpose

3.1 The purpose of this complaints procedure is:

a to lay down a procedure for the settlement of complaints of clients within a reasonable period and in a constructive manner;

b to lay down a procedure to determine the causes of complaints of clients;

c to preserve and improve existing relationships through proper complaints handling;

d to train staff to respond to complaints in a customer-oriented manner; and

e to improve the quality of the services with the help of complaints handling and complaints analysis.

4. Information upon commencement of the services

4.1 This complaints procedure has been disclosed publicly. Before entering into the professional services agreement, the lawyer points the client at the fact that the law firm applies a complaints procedure, which is applicable to the services.

4.2 Hoboken law firm has included in the General Terms and Conditions to which independent party or institution a complaint may be submitted that is not resolved after handling in order to obtain a binding decision, and has made this clear upon confirmation of the client assignment.

4.3 Complaints within the meaning of article 1 of this complaints procedure which are not resolved after handling shall be submitted to the District Court of Rotterdam, location Rotterdam.

5. Internal complaints procedure

5.1 If a client approaches the law firm with a complaint, this complaint shall be forwarded to mr. H.B. Dekker acting as complaints officer.

5.2 The complaints officer shall notify the person about whom a complaint has been made that a complaint has been submitted and shall enable the complainant and the person about whom a complaint has been made to provide explanatory notes to the complaint.

5.3 The person about whom a complaint has been made shall make an effort to reach a solution together with the client, after intervention of the complaints officer or otherwise.

5.4 The complaints officer shall settle the complaint within four weeks after receipt of the complaint or informs the complainant with motivation in case of deviation from such period stating the deadline by which an assessment regarding the complaint shall be foreseeable.

5.5 The complaints officer shall notify the complainant and the person about whom a complaint has been made in writing of the opinion on the validity of the complaint, whether or not accompanied by recommendations.

5.6 If the complaint has been settled satisfactorily, the opinion on the validity of the complaint shall be signed by the complainant, the complaints officer and the person about whom a complaint has been made.

6. Non-disclosure and free handling of complaints

6.1 The complaints officer and the person about whom a complaint has been made shall observe confidentiality concerning the handling of complaints.

6.2 The complainant shall not owe any fee for the costs of the processing of the complaint.

7. Responsibilities

7.1 The complaints officer is responsible for settling any complaints well in time.

7.2 The person about whom a complaint has been made shall keep the complaints officer informed regarding any contact and a possible solution.

7.3 The complaints officer shall keep the complainant informed regarding the settlement of the complaint.

7.4 The complaints officer shall keep the records concerning the complaint.

8. Complaint registration

8.1 The complaints officer shall register the complaint with the complaint subject.

8.2 A complaint may be subdivided into several subjects.

This complaints procedure forms part of the General Terms and Conditions of Hoboken law firm of 11 May 2026