

# landahl

advokatbyrå

## THE SWEDISH BAR ASSOCIATION'S CONSUMER DISPUTES COMMITTEE

On 11 January 2016, the Swedish Bar Association approved the establishment of the Swedish Bar Association's Consumer Disputes Committee. The Consumer Disputes Committee shall resolve disputes between consumers and attorneys or law firms regarding services with which the attorney or law firm has supplied the consumer. The term, consumer, refers in this context to a natural person who is acting for purposes outside the scope of trade and industry operations.

If the client is dissatisfied with the service provided by the attorney, the client shall contact the attorney in writing to discuss the issue and attempt to reach a mutually agreeable solution. The Consumer Disputes Committee may, if the client has not contacted the attorney to discuss the complaint and attempt to reach a mutually agreeable solution, and contacts the Consumer Disputes Committee directly instead to have the dispute heard, reject the application.

If a case has been opened with the attorney's insurance provider, the issue must be resolved within the framework of the insurance agreement before the client may approach the Consumer Disputes Committee. An insurance case must, therefore, be regarded as part of the mutually agreeable solution which shall be concluded before a case can be initiated with the Consumer Disputes Committee. If a case is nonetheless brought before the Consumer Disputes Committee, the Committee will declare it dormant until such time as the insurance matter is resolved.

If a mutually agreeable solution cannot be reached, the client may submit the matter to the Consumer Disputes Committee. This shall be done in writing (see link to form below) and within one year of the complaint being submitted in writing to the attorney. The attorney is then obliged to participate in the hearing by the Consumer Disputes Committee. The hearing of a dispute by the Consumer Disputes Committee is contingent upon it not being heard or resolved by a court of law.

**Website:** [www.advokatsamfundet.se/konsumenttvistnamnde](http://www.advokatsamfundet.se/konsumenttvistnamnde)

**Email:** [konsumenttvistnamnden@advokatsamfundet.se](mailto:konsumenttvistnamnden@advokatsamfundet.se)

**Postal address:** Konsumenttvistnämnden, Sveriges advokatsamfund, Box 27321, SE-102 54 Stockholm, Sweden

**Telephone hours for the public:** Monday-Friday, 09.00-12.00 (CET).

Domestic calls: 08-459 03 00 (switchboard)

International calls: +46 8 459 03 00 (switchboard)