

COMPLAINTS PROTOCOL of DENHERTOG LEGAL

- a. If a client has a complaint concerning the performance of the instructed activities (including the amount of fees charged), he/she can at any time contact the attorney concerned, orally or in writing (including digital contact). His/her complaint shall be noted at length and with due regard and parties will try to reach an amicable solution. If such proves not possible, the client will be made aware of the possibilities of disciplinary or legal proceedings.
- b. This Complaints Protocol also applies to all persons working under the responsibility of the attorney.
- c. mr. Den Hertog (the "Complaints Officer"), is in charge of the handling of the complaint.
- d. Within one month after receipt of the complaint, the Complaints Officer notifies both complainant and complainee, in a written and reasoned document, of his judgement on the merits of the complaint, with or without recommendations.
- e. If the above one-month period cannot be met, the Complaints Officer notifies both complainant and complainee of this, in a written and reasoned document, and sets a new term for the judgement.
- f. Complainant and complainee will be given the opportunity to comment on the complaint.
- g. Complainant will not be charged for the handling of the claim.
- h. This Complaints Protocol applies to all agreements entered into with clients instructing denhertog legal.

31 januari 2017