

COMPLAINTS PROTOCOL of DENHERTOG LEGAL

- a. This Complaints Protocol applies to all agreements entered into with clients instructing denhertog legal.
- b. This Complaints Protocol also applies to all persons working under the responsibility of the attorney.
- c. If a client has a complaint concerning the performance of the instructed activities (including the amount of fees charged), he/she shall contact the attorney concerned, orally or in writing (including digital contact). His/her complaint shall be heard seriously and at length and parties will try to reach an amicable solution.
- d. If an amicable solution cannot be reached, the client shall be referred to the (external) Complaints Officer. She/he will also be made aware of the possibilities of disciplinary or legal proceedings.
- e. The Complaints Officer will give complainant and complainee the opportunity to comment on the complaint.
- f. 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.
- g. 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.
- h. Complainant shall not be charged a fee for the handling of the complaint.

10 September 2025