

Complaints Procedure Heron Legal

Article 1 Definitions

1.1 In this complaint procedure the following terms shall have the following meaning:

complaint: any written utterance of dissatisfaction made by or on behalf of a client with regard to an attorney or a person working under his responsibility, concerning the formation or execution of an Agreement for Legal Services, the quality of services rendered or the amount invoiced, other than a complaint as referred to in section 4 of the Attorneys Act (Advocatenwet).

complaints officer: the attorney handling a complaint.

Any reference of gender shall include both the male and female gender, unless the context demands otherwise.

Article 2 Applicability

2.1 This complaints procedure applies to all Agreements for Legal Services between one or more attorneys with Heron Legal B.V. and the client.

2.2 Every attorney at Heron Legal will ensure that complaints are handled in accordance with this complaints procedure.

Article 3 Purpose

3.1 The purpose of this complaints procedure is to:

- a. establish a procedure for constructively dealing with a client's complaint within a reasonable period of time;
- b. establish a procedure for determining the cause of a client's complaint;
- c. maintain and improve existing relationships by correctly dealing with complaints;
- d. train employees to respond to complaints in a client focused manner;
- e. improve the quality of services through complaint handling and complaint analysis.

Article 4 Information at the start of services

4.1 This complaints procedure is published on www.heronlegal.com. Before providing services to a client, the attorney informs the client that Heron Legal has in place a complaints procedure applicable to its services.

4.2 If a complaint, after having been dealt with according to this complaints procedure, has not been resolved the client retains the right to submit a claim with the District Court of Oost-Brabant, the Netherlands.

Article 5 Internal complaint procedure

5.1 Every complaint will be put before the complaints officer, currently Mr. M.A. van Valen.

- 5.2 The complaints officer informs the attorney concerned and gives both client and attorney the opportunity to submit arguments.
- 5.3 The attorney concerned shall attempt to find a solution together with the client, before or after the complaints officer's intervention.
- 5.4 The complaints officer shall examine the complaint and give his opinion within four weeks upon having received the same or, as the case may be, inform the client within this time, motivating why an opinion could not be reached within the said term, at the same time giving a new date on or before which he shall render his opinion.
- 5.5 The complaints officer will inform both the client and the attorney concerned in writing of his opinion whether or not the complaint is justified. Such opinion may include recommendations.
- 5.6 In the event of the complaint having been resolved satisfactorily, the client, the complaints officer and the attorney concerned sign the written opinion referred to in article 5.5.

Article 6 Confidentiality. No handling fee

- 6.1 The complaints officer and the attorney concerned shall maintain confidentiality regarding the complaints procedure.
- 6.2 The client shall not be owing any fee or costs for the handling of the complaint.

Article 7 Responsibilities

- 7.1 The complaints officer is responsible for the timely resolution of the complaint.
- 7.2 The attorney concerned keeps the complaints officer informed of his contacts with the client and of any possible solution.
- 7.3 The complaints officer keeps the client informed of the handling of the complaint.
- 7.4 The complaints officer maintains a complaint file.

Article 8 Registration of a Complaint

- 8.1 The complaints officer registers a complaint, specifying the subject matter.
- 8.2 A complaint may refer to various subject matters.
- 8.3 The complaints officer reports from time to time on the handling and resolution of complaints and makes recommendations for preventing new complaints and improvements to procedures.
- 8.4 No less than once a year, the complaints officer's reports and recommendations shall be discussed and submitted for decision-making within Heron Legal.