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Information for Clients

Set out below is the information required by the Rules of Conduct and Client Care for Lawyers of the New Zealand Law Society ("Law Society").

1 Fees:

The basis on which fees will be charged is set out in my letter of engagement. When payment of fees is to be made is set out in my Standard Terms of Engagement.

2 Professional Indemnity Insurance:

I maintain professional indemnity insurance that meets or exceeds the minimum standards specified by the New Zealand Law Society.

3 Complaints:

I maintain a procedure for handling any complaints by clients, designed to ensure that a complaint is dealt with promptly and fairly.

If you have a complaint about my services or charges, please discuss it with me first.

If you do not wish to refer your complaint to me, or you are not satisfied with my response to your complaint, you may refer your complaint to an independent barrister to be agreed by us should the need arise.

The Law Society operates the Lawyers Complaints Service and you are able to make a complaint to that service. To do so, phone 0800 261 801 for information and advice about making a complaint.

4 Client Care and Service:

The Law Society client care and service information is set out below.

Whatever legal services your lawyer is providing, he or she must:

- Act competently, in a timely way, and in accordance with instructions received and arrangements made.
- Protect and promote your interests and act for you free from compromising influences or loyalties.
- Discuss with you your objectives and how they should best be achieved.
- Provide you with information about the work to be done, who will do it and the way the services will be provided.
- Charge you a fee that is fair and reasonable and let you know how and when you will be billed.
- Give you clear information and advice.
- Protect your privacy and ensure appropriate confidentiality.
- Treat you fairly, respectfully and without discrimination.
- Keep you informed about the work being done and advise you when it is completed.
- Let you know how to make a complaint and deal with any complaint promptly and fairly.

The obligations lawyers owe to clients are described in the Rules of Conduct and Client Care for Lawyers. Those obligations are subject to other overriding duties, including duties to the Court and to the justice system.

If you have any questions, please visit www.lawsociety.org.nz or call 0800 261 801.

5 Limitations on extent of my Obligations or Liability

Any limitations on the extent of my obligations to you or any limitation or exclusion of liability are set out in my letter of engagement. As a general rule, my liability is limited to the maximum cover provided by my professional indemnity insurance.