

## **Rouse Global Complaints Policy**

We understand that from time to time, despite our commitment to providing all our clients with high quality legal services, you may not be satisfied with the way that we have handled your matters. We recognise that complaints may provide us with an opportunity to check the quality of our service and make improvements.

### **First Stage - Informal Resolution**

If you have any concerns, problems with, or complaints about, the service provided by the firm, the manner in which the service has been provided and/or the amount you have been charged please contact the person dealing with the matter, or, if you prefer, the Matter Executive or your Global Client Manager in the first instance.

If you are unable to reach a satisfactory resolution in this way, you should move on to our formal complaints process as set out below.

### **Next Stage - Formal Process**

Please write to the Chairman of the Rouse Group, Rupert Ross-Macdonald at our London office setting out the details of your complaint. Please make any complaint as soon as possible following the acts or omissions about which you wish to complain and in any event within no more than six months of such acts or omissions. We may decline to investigate complaints raised outside those time limits.

We will normally acknowledge each complaint sent within two working days of receipt and tell you the name of the person who will investigate the complaint, usually an executive who has not been involved in the matter about which your complaint is made.

The person carrying out the investigation will set up a separate file in order that a written record of it is kept.

The person investigating will review your complaint with the person handling the matter, consider relevant papers from the file and other records, and make any wider enquiries within the firm as may be necessary. He or she may also ask to meet with or speak to you in the course of our investigation to discuss the matter with you. We hope that your complaint can be resolved by this process. If we have such a discussion with you we will write to you confirming what took place and any solutions which we have agreed with you, within 21 days. If you do not want to discuss the matter with us, or if it is not appropriate or possible, we will send you a formal written reply to your complaint, within 21 days. If we have to change any of the time scales set out in this procedure, we will let you know, and explain why.