Rouse Complaints Policy

We understand that from time to time, despite our commitment to providing our clients with

high quality services, you may not be satisfied with the way that we have handled your matters. We also recognise that complaints may provide us with an opportunity to review the quality of our services and make improvements.

Informal Resolution

If you have any concerns, problems with, or complaints about, the service provided to you, the way 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 Principal 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.

Formal Process

Please write to the General Counsel, Edward Hardcastle, 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 after that.

We will normally acknowledge each complaint within two working days of receipt.

We will review your complaint with the person handling the matter, consider relevant records and make any wider enquiries within the firm as may be necessary. We may also ask to meet with or speak to you during 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 one month. 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 one month. If we must change any of the time scales set out in this procedure, we will let you know, and explain why.