

LAW OFFICE OF MELISSA D. ROWCLIFFE, P.C.  
INFORMATION

Thank you for retaining me to help you in your family law matter. I love practicing law and look forward to working with you to reach a resolution of your issues. Family law is inherently personal and highly emotional, and because of that I have addressed some issues that may come up during the handling of your case.

**PHONE CALLS:** My phones are answered by my legal secretary, Lupe Guajardo or Lori Hernandez. If I am available and you ask to speak with me, she will get me on the phone. However, there will be times that I will be in Court, Mediation, or with another client. During these times, Lupe Guajardo or Lori Hernandez will be available to take a message and email it to me. If there is an emergency that needs immediate attention, please relay that to Lupe Guajardo or Lori Hernandez and she will make every effort possible to reach me immediately. However, please understand that in some circumstances, such as court hearings, I will not be able to receive calls. There are other times that your questions may be conveyed to me by Lupe Guajardo or Lori Hernandez, which I will answer so she may call you back and let you know my response. This is done to get you a quicker response and at a lower billing rate. However, at any time that you wish to speak to me and I am unavailable, I will make every effort to return your call on the same day, if received by 2:00 PM. Should I be in Court, Mediation, or otherwise unavailable, every effort will be made to return your phone call within 24 hours or as soon as I return to the office. Again, if you are concerned, please feel free to ask my staff when they expect my return or have them contact me. I may be able to answer your questions and have them return the call.

**APPOINTMENTS:** When you make an appointment, you will be meeting with me directly. If you are unable to make it to an appointment at my office, you may request a phone conference. I will be happy to speak with you telephonically so long as there are no documents to be reviewed and if a face-to-face conversation is not needed. We schedule those conferences like appointments. Consequently, if I am running late, your phone conference will also be late.

**TIMELINESS:** I attempt to run on time, however due to the inherent nature of family law and the emotions involved, some appointments may take longer than others. I know that you want me to give 100% to your case, so please understand when I give 100% to all of my cases. If you do not have time to wait, I will be happy to reschedule your appointment. There will be times that Court and Mediation run longer than expected, and in turn cause cancelled appointments. Should that happen, as soon as I know that I will be unavailable for your appointment, Lupe Guajardo or Lori Hernandez will contact you to reschedule. Your cooperation in this matter is necessary.

On the other hand, if you will be running late to an appointment or a court hearing that is scheduled for your case, please make sure to call Lupe Guajardo or Lori Hernandez and let her know. If you are more than 10 minutes late to an appointment, we will need to reschedule another time for you to come in. My schedule is very busy and I cannot push back other appointments to accommodate you. My other clients are just as important to me as you are, and they have taken extra time out of their day to make sure they arrive on time to their appointments.

**NO SHOW/CANCELLED APPOINTMENTS:** When you make an appointment to come into my office to meet with me, Lupe Guajardo or Lori Hernandez has to block out time on my calendar for your meeting. If you do not show up for your appointment or call to cancel your appointment within 24 hours of the scheduled time, you will be charged a minimum of 30 minutes at my hourly rate. When I block out time for you to come into my office, I am sacrificing being able to work on another client's case or meet with potential new clients as I am having to prepare for my meeting with you. Please be respectful of my time, as well as others', and follow through with cancelling your appointment 24 hours in advance if you are unable to come in.

**CONCERNS:** If you have concerns about your case, my performance, or Lupe Guajardo or Lori Hernandez's performance, please let me know directly so that I can address those issues and rectify them if possible.

**GOAL:** It is my goal to treat your case personally and with the time and attention devoted to your needs. If you have any questions, comments, or concerns, **DO NOT HESITATE TO DISCUSS THEM WITH ME.**