

Complaints Procedure



Burnett Barker
Solicitors

We want to give you the best possible service

In the vast majority of cases we enjoy excellent working relationships with our clients, even though we are often dealing with difficult and stressful matters.

Occasionally however something goes wrong and our service may fall below the standard you expect. If something has gone wrong, including in relation to a bill, we need you to let us know.

This procedure is your guide to making a complaint to us and explains what you should expect from us once we've received your complaint.

Our complaints procedure should help us to address your concerns, learn from our mistakes and improve our service for the future.

We'll try to address your concerns quickly and effectively.

We'll also try to find resolutions that are reasonable and acceptable.



Burnett Barker
Solicitors

Collingwood House
20 Whiting Street
Bury St Edmunds
Suffolk IP33 1NX
Telephone 01284 701131
www.burnettbarker.co.uk

How do I make a complaint about your service?

You can contact us:

- by email us at our dedicated address: complaints@burnettbarker.co.uk;
- by post (marking your letter and envelope “Complaint”) to Burnett Barker Solicitors, Collingwood House, 20 Whiting Street, Bury St Edmunds, Suffolk, IP33 1NX;
- or by speaking with our Chief Executive, Daryl Griffiths.

If you require any help in making your complaint, we will try to help you.

To help us understand your complaint and so that we don’t miss anything, please tell us:

1. Your full name and contact details;
2. what you think we have got wrong;
3. what you hope to achieve as a result of your complaint, or how you feel we can put matters right; and
4. your case reference number, if you have it.

Without this information, we may not be able to consider your complaint as fully as you wish.

How will you deal with my complaint?

We will record your complaint centrally.

We will normally write to you within 5 working days acknowledging your complaint, enclosing a copy of this procedure.

We will arrange for your complaint to be investigated. This will usually involve:

- reviewing your complaint
- reviewing your file(s) and other relevant documents, and
- speaking with the person who dealt with your matter.

We may also need to ask you for further information or documents. If so, we will ask you to provide the information within a specific period of time.

If we feel that your complaint can be dealt with quickly and informally we will do so.

We will update you on the progress of your complaint at appropriate times.

We may also, if appropriate, invite you to a meeting to discuss your complaint. You do not have to attend if you do not wish to or if you are unable to. In such cases, we will usually be happy to discuss the matter with you on the telephone.

We will write to you at the end of our investigation to tell you what we have done and what we propose to do to resolve your complaint. Where possible, we will aim to do this within 21 days of the date of our letter of acknowledgement.

What if I am not satisfied with the outcome?

We aim to resolve complaints and fully address your concerns at the end of our investigation.

However, if you are unhappy with the outcome of our complaints procedure, please let us know and we will review it.

If you are then still unhappy you can ask the Legal Ombudsman to consider your complaint. You can contact the Legal Ombudsman:

- by post at PO Box 6806, Wolverhampton, WV1 9WJ
- by telephone: 0300 555 0333, or
- by email: enquiries@legalombudsman.org.uk

If you wish to refer your complaint to the Legal Ombudsman, you must usually do so within six months of our final written response to your complaint and within six years of the act or omission about which you are complaining occurring (or within three years of you becoming aware of it). Further details are available on the website: www.legalombudsman.org.uk.

Alternative complaints bodies such as ProMediate (UK) Limited exist which are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme. We will consider entering into an ADR process with ProMediate, subject to your agreement. Further details are available on the website www.promediate.co.uk.

If your complaint relates to a contract we entered into online or by other electronic means and we are unable to resolve it, you may also be able to submit your complaint to a certified alternative dispute resolution (ADR) provider in the UK via the EU 'ODR platform'. The ODR platform is an interactive website offering a single point of entry for disputes between consumers and traders relating to online contracts. The ODR platform is available to consumer clients only, ie where you have instructed us for purposes outside your trade, business, craft or profession. The website address for the ODR platform is: <http://ec.europa.eu/odr>.

What will it cost?

We will not charge you for handling your complaint.

If we have issued a bill and all or some of the bill is not paid, we may be entitled to charge interest on the amount outstanding.

The Legal Ombudsman service is free of charge.

The ODR platform itself is free to use, but the ADR entity to which the complaint is transmitted may charge for its service. The ADR entity is responsible for informing all parties of the cost of its dispute resolution procedure.