Burnetts
Law. People. Business.

Our Complaints Policy

We are committed to maintaining the highest professional standards and providing a high-quality legal service to all our clients. A complaint can show us how to do better. If something goes wrong, we want to know about it.

Our Complaints Procedure

The aim of the formal complaints process is to resolve a problem to the satisfaction of the person making the complaint. The complaints contact is Beth Telfer, our Head of Risk & Compliance. You can contact her at Victoria House, Wavell Drive, Carlisle, CA1 2ST, telephone 01228 552222 and email bte@burnetts.co.uk.

If you have special requirements which we should take into account due to language or disability, please let us know. We aim to deal with complaints according to the following timetable.

What will happen next:

- We will acknowledge the complaint in writing and send a copy of the complaint procedure within 2 working days
- Invite you to meet with the Head of Risk & Compliance or to discuss the issues by telephone
- Investigate the issues
- Write to you with the outcome
- Review and close the complaint within 8 weeks of receiving the complaint.

If you are still not satisfied you can then contact the Legal Ombudsman about your complaint. The Legal Ombudsman can be contacted as follows:

Post	PO Box 6167 Slough SL1 0EH
Email	enquiries@legalombudsman.org.uk
Telephone	0300 555 0333

The Scheme Rules state that complaints to the Legal Ombudsman must be made within the following time limits:

- One year from the date of the act or omission being complained about; or
- One year from the date when the complainant should have realised that there was cause for complaint.

The Legal Ombudsman retains the ability to apply Rule 4.7, which allows an Ombudsman to exercise discretion to extend the 1-year time limit for specific customers if, on the evidence, it was fair and reasonable to do so.