



Complaints Procedure

We are committed to providing a high-quality legal service to our clients. When something goes wrong, we need you to tell us about it. This will help us to sort out any mistakes or misunderstandings, and to improve our standards.

If you have a complaint, please raise the problem with the lawyer responsible for your matter, or if you prefer, our complaints partner, Julie Latham. It would be helpful if you could complete the enclosed Client Complaint Form.

What will happen next?

1. We will acknowledge receipt of your complaint in writing within three working days of receiving it.
2. We will then investigate your complaint. This will normally involve our complaints partner reviewing your file and speaking to the member of staff who acted for you.
3. Our complaints partner will write to you within 21 working days of sending you the written acknowledgement of your complaint with the outcome of her investigations and any suggestions for resolving the matter.
4. If you are still not satisfied, you can contact the Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ about your complaint. Any complaint to the Legal Ombudsman must usually be made within six months of the date of our final written response on your complaint but for further information, you should contact the Legal Ombudsman on 0300 555 0333 or at enquiries@legalombudsman.org.uk. Note that the Legal Ombudsman service cannot be used by businesses or most other organisations unless they are below certain size limits. Further details are available from the Legal Ombudsman.
5. If we have to change any of these timescales we will let you know and explain why.
6. If you are concerned about any non-service aspect of the firm you should contact the Solicitors Regulation Authority at www.sra.org.uk.

Client Complaint Form

Burnand Brazier Malcolm Wilson is eager to resolve complaints made by its clients. To help us understand and examine your complaint, please complete the form below. We aim to respond to your initial complaint within 3 days.

Client contact details

Title	Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Ms <input type="checkbox"/> Miss <input type="checkbox"/> Other <input type="checkbox"/> Please specify:
Surname	First name(s)
Address including postcode	
Daytime telephone	Mobile telephone
Email	

Information for the complaints handling partner

Name of solicitor	
Solicitor or case reference	

Detail of the complaint

Nature or detail of complaint (please give dates and examples if possible)	
Please select as appropriate	<p>I am happy for you to deal with my complaint in writing <input type="checkbox"/></p> <p>I would prefer you to arrange a meeting to discuss my complaint <input type="checkbox"/></p> <p>I would like you to do the following to sort out my complaint <input type="checkbox"/></p> <p>Please state:</p>
Your signature	Date

If you get a reply which you are not happy with, please call the Legal Ombudsman helpline on 0300 555 0333.