

# Formal Written Complaints Procedure

Burness Paull takes its professional responsibilities seriously, for both clients and suppliers. If you have an issue that has not been resolved satisfactorily by informal means, you can invoke our formal written complaints procedure.

You can invoke the formal process either via your usual Burness Paull contact or via our dedicated complaints mailbox [complaints@burnesspaull.com](mailto:complaints@burnesspaull.com). Complaints received via our mailbox will be forwarded to the relevant person in step 1 below.

We have a robust and clear complaints procedure, which is managed by our Client Relations Partner, Ronald Mackay and his depute, Lindsay Wallace who is our General Counsel Partner. The Client Relations Partner’s role is to investigate any complaints made to the firm, communicate with all parties (internal and external) and together work to find a solution appropriate to the nature of the complaint and the parties involved.

CLIENTS/LEGAL MATTERS	SUPPLIERS
<p>1 Tell the partner dealing with your specific matter (the <b>Matter Partner</b>) that you wish to make a formal complaint. If you prefer not to report the complaint to the Matter Partner, please contact our Client Relations Partner, Ronald Mackay or, in the event that he is also the Matter Partner, please contact our General Counsel Partner, Lindsay Wallace.</p>	<p>1 Tell your usual Burness Paull contact that you wish to make a formal complaint. If you prefer not to report the complaint to your usual Burness Paull contact, please contact our Director of Business Services, Derek Cummings.</p>
<p>2 He/she will acknowledge the complaint and request any further information necessary.</p>	<p>2 He/she will acknowledge your complaint and seek any further information necessary.</p>
<p>3 Your complaint will be dealt with promptly. We will write to you with an acknowledgement of our receipt of your complaint within two working days. We do not lay down any detailed timetables following our initial two day commitment because complaints do not follow a standard pattern. For example, if we are dealing with complaints about work which has been completed it may be necessary for us to recover files and papers.</p>	<p>3 Your complaint will be dealt with promptly. We will write to you with an acknowledgement of our receipt of your complaint within two working days. We do not lay down any detailed timetables following our initial two day commitment because complaints do not follow a standard pattern.</p>
	<p>4 Complaints will always be dealt with in writing however, you may, depending on the circumstances, be offered a meeting to discuss matters, either in-person or remote.</p>

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<p>5 You will be notified in writing of the outcome of the complaint.</p>	<p>6 If you are dissatisfied with the outcome of the complaint, you may be able to refer the complaint to a relevant regulator. Please contact us for further details or seek independent legal advice.</p>
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