

## 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, Jill Moore 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	Data Protection
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, Jill Moore.	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 Chief Operating Officer, Noel Jordan.	Tell the partner dealing with your matter/your usual contact that you wish to make a formal complaint relating to data protection. Alternatively, you can email your data protection complaint to <a href="mailto:complaints@burnesspaull.com">complaints@burnesspaull.com</a>  Please include 'Data Protection Complaint' in your email subject to assist us in directing your complaint appropriately.
2	He/she will acknowledge the complaint and request any further information necessary.	He/she will acknowledge the complaint and request any further information necessary.	We will acknowledge receipt of your complaint within 30 calendar days of receipt.

3	<p>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</p> <p>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>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>After acknowledging your complaint, we will:</p> <ul style="list-style-type: none"> <li>- take appropriate steps to investigate the complaint without undue delay;</li> <li>- make any reasonable and proportionate enquiries required to understand the issues raised; and</li> <li>- keep you informed of progress where appropriate.</li> </ul> <p>Data protection complaints are handled by our General Counsel Team, including our Data Protection Officer, who may also liaise with other internal teams as necessary.</p>
4	<p>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>	<p>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>	<p>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>
5	<p>You will be notified the outcome of the complaint.</p>	<p>You will be notified of the outcome of the complaint.</p>	<p>Once we have completed our investigation, we will notify you of the outcome without undue delay. The response will outline:</p> <ul style="list-style-type: none"> <li>- our findings; and</li> <li>- any actions taken or proposed in response to the complaint, where relevant.</li> </ul>

6	<p>If you are dissatisfied with the outcome of the complaint, you may be able to refer the complaint to a relevant regulator.</p> <p>Please contact us for further details or seek independent legal advice.</p>	<p>If you are dissatisfied with the outcome of the complaint, you may be able to refer the complaint to a relevant regulator.</p> <p>Please contact us for further details or seek independent legal advice.</p>	<p>If you are dissatisfied with our response, you have a right to raise the matter with the Information Commissioner's Office (ICO).</p> <p>The ICO normally expects that individuals will have raised their data protection complaint directly with the organisation in the first instance, prior to contacting the ICO.</p>
7	<p>Should you have any questions, please contact us at: <a href="mailto:complaints@burnesspaull.com">complaints@burnesspaull.com</a>.</p>	<p>Should you have any questions, please contact us at: <a href="mailto:complaints@burnesspaull.com">complaints@burnesspaull.com</a>.</p>	<p>Further information is available at: <a href="https://ico.org.uk">https://ico.org.uk</a></p> <p>Should you have any questions, please contact us at: <a href="mailto:complaints@burnesspaull.com">complaints@burnesspaull.com</a>.</p>