

Burgoyne & Co Solicitors

Complaints Handling Policy

June 2025

Introduction

We are committed to providing a high-quality legal service to all our clients. When something goes wrong, we need our clients to tell us about it as this helps to improve our standards. Whenever possible, please raise any initial client care problems with the person acting on your case to give them the opportunity of resolving matters with you. Often, matters can be quickly resolved in this way. We regard a formal complaint as an expression of dissatisfaction which alleges you have suffered loss, distress, inconvenience or other detriment.

If you are unhappy about any aspect of the service you have received, or about the bill, and wish to raise a formal complaint then please contact us by telephone on 01922 616916, by post to our office at 11A Vicarage Place, Walsall, WS1 3NA or by email to paul@burgoynesolicitors.co.uk. Our policy aims to ensure that your complaint is dealt with promptly, fairly and free of charge. Making a complaint will not affect how we handle your case.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within seven days of receiving it, enclosing a copy of this procedure.
2. We will investigate your complaint. This will normally involve passing your complaint to our Client Care Partner, Mr Paul Burgoyne, who will review your matter file and speak to the member of staff who acted for you. If your complaint is against Mr Burgoyne, it will be investigated by Mr Maneer Ahmed, who is Deputy Client Care Partner.
3. We will endeavour to send you a detailed written reply to your complaint, including the suggestions for resolving the matter, within 14 days of sending you the acknowledgement letter.
4. At this stage, if you are still not satisfied, you should contact us again and we will arrange for another Partner within the firm to review the decision.
5. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
6. If we have to change any of the above timescales we will let you know and explain why.

The Legal Ombudsman

If you are still not satisfied with our handling of your complaint, or if we have not resolved it within eight weeks, you can ask the Legal Ombudsman to consider the complaint. We would hope that this does not become necessary and that we can resolve matters between ourselves. Contact details are as follows:

Legal Ombudsman
PO Box 6167

Slough
SL1 0EH
0300 555 0333
enquiries@legalombudsman.org.uk
www.legalombudsman.org.uk

The Legal Ombudsman expects complaints to be made to them within one year of the date of the act or omission about which you are concerned, or within one year of you realising there was a concern. You must also refer your concerns to the Legal Ombudsman within six months of our final response to you.

Complaints in relation to bills

The complaints procedure also includes complaints arising concerning our bill. There may also be a right to object to the bill by applying to the court for an assessment of the bill under Part III of the Solicitors Act 1974; and that if all, or part, of a bill remains unpaid, the firm may be entitled to charge interest.

Raising concerns with our regulator

The Solicitors Regulation Authority (SRA) can help you if you are concerned about our behaviour. This could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic. You can find information about raising your concerns with the SRA at: www.sra.org.uk/consumers/problems/report-solicitor