

Burrell Jenkins Complaints Procedure

We are committed to providing a high-quality legal service to all our clients. When something goes wrong we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact Mr Paul Jenkins on 01543 505040, by e-mail pjenkins@burrell-jenkins.co.uk or by post to Ridings House, Ridings Park, Eastern Way, Cannock, Staffs, WS11 7FH. If we have to change any of the timescales set out below we will let you know and explain why.

What Will Happen Next?

1. We will send you a letter acknowledging your complaint within three days of receiving it and asking you to confirm or explain any details. If it seems appropriate we will suggest a meeting at this stage. We will also let you know the name of the person who will be dealing with your complaint.
2. We will then record your complaint in our central register and open a file for your complaint. We will also investigate your complaint by examining the file of your instructions speaking to the member of staff who acted for you.
3. Paul Jenkins will then invite you to a meeting to discuss and hopefully resolve your complaint. He will do this within 14 days of sending you the acknowledgement letter.
4. Within 3 days of the meeting he will write to you to confirm what took place and any suggestions that he has agreed with you.
5. If you do not want a meeting or it is not possible, Paul Jenkins will send you a detailed written reply to your complaint, including his suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied you can contact us again. We will then arrange to review our decision. We would generally aim to do this within 10 days. This will happen in one of the following ways:
 - Another Partner in the firm who has not been involved in your complaint to review it.
 - An independent Senior Partner will review your complaint.
 - Invite you to agree to independent mediation.
6. 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.
7. If you are still not satisfied, you can contact the Legal Ombudsman about your complaint. We very much hope that this will not be necessary.
 - Visit: www.legalombudsman.org.uk
 - Call: 0300 555 0333 between 8.30am to 5.30pm
 - For minicom call 0300 555 1777
 - By email to enquiries@legalombudsman.org.uk; or
 - In writing to Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ.
 - Do not send original documents to the Legal Ombudsman. They will scan any documents you send them to make computer copies and then destroy the originals.