



Information about our complaints process and raising concerns to the Legal Ombudsman

We want to give you our clients the best possible service. However, if at any point you become unhappy or concerned about the service we have provided then you should inform us immediately, so that we can do our best to resolve the problem.

In the first instance it may be helpful to contact the person who is working on your case to discuss your concerns and we will do our best to resolve any issues at this stage.

If you do require a copy of our formal complaints procedure please email – Law@jnplegal.org or Call us on 01685 350421.

Making a complaint will not affect how we handle your case. The Solicitors Regulation Authority 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 raise your concerns with the Solicitors Regulation Authority.

What do to if we cannot resolve your complaint

The Legal Ombudsman can help you if we are unable to resolve your complaint ourselves.

They will look at your complaint independently and it will not affect how we handle your case.

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you must take your complaint to the Legal Ombudsman.

We have eight weeks to consider your complaint. If for any reason we are unable to resolve the problem between us within that timeframe, then you may ask the Legal Ombudsman to consider the complaint.

The Legal Ombudsman will not normally accept a complaint for investigation unless **Eight** weeks have passed since you first raised your complaint with us. This is to allow us the opportunity to deal with your concerns.

You may make a complaint at any time within 6 months of our final decision about your complaint. If you do not refer your complaint to the Legal Ombudsman within that six month period then your complaint may not be accepted by the ombudsman.

Normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint.

Please note that from 1 April 2023 the Legal Ombudsman's time limits for accepting complaints have changed and they now expect complaints to be made to them within **one year** of the act or omission that is being complained about or within one year of when a person should have known about or become aware that there were grounds for complaint.

The requirement to refer your concerns to the Legal Ombudsman within six months of our final response to you remains the same. If you would like more information about this service, including the time limits for taking a case to them, please contact the Legal Ombudsman directly using the contact details below.



For further information, you should contact the Legal Ombudsman as follows:

By Telephone: 0300 555 0333

By Post - PO Box 6167, Slough, SL1 0EH.

Email: enquiries@legalombudsman.org.uk

Website: www.legalombudsman.org.uk