

COMPLAINTS

If you are unhappy with any aspect of our service, you may complain in writing to our Practice Manager to the address shown below. However, it is advisable that first you raise the matter with the adviser dealing with your case. If the adviser is unable to address your concerns, then write to our Practice Manager. You will receive an acknowledgement of your complaint by return of post within 5 working days and a full explanation within four weeks of the date we receive it.

Please write to: Practice Manager

JKR Solicitors

25 Whitechapel Road

London

E1 1DU

If the matter remains unresolved at the conclusion of our complaints process, you have a right to approach the Legal Ombudsman. Normally you should complain to the Legal Ombudsman within six months of the date of our written response to your complaint, and also within one year of the act or omission complained of or one year from when you should reasonably have known that there was cause for complaint. The address of the Legal Ombudsman is as follows:

Legal Ombudsman

PO Box: 6806

Wolverhampton

WV1 9WJ

Tel: 03005550333

Email: enquiries@legalombudsman.org.uk

Website: www.legalombudsman.org.uk