



Help Making an Official Complaint

Help Making Complaints to the Legal Ombudsman or IPReg

Legal Ombudsman

Our professional *Code of Conduct* quite properly requires us to notify all clients of their right to complain to the Legal Ombudsman at the conclusion of our internal complaint process in relation to any complaint made to us, the timeframe for doing so and full details of how to contact the Legal Ombudsman.

If you wish to take any complaint to the Legal Ombudsman, there are two deadlines you should have in mind:

- You should do so within 6 months of our final written response to your complaint, **and**
- You should do so by the later of (i) a date 6 years after the problem which is the subject of your complaint happened and (ii) a date 3 years after you found out about the problem.

The Legal Ombudsman can be contacted by mail, email or telephone (calls may be recorded) as follows:

Legal Ombudsman
PO Box 15870
Birmingham B30 9EB
United Kingdom

Telephone: 0300 555 0333 (from within UK)
+44 121 245 3050 (from overseas)

Email : enquiries@legalombudsman.org.uk

The Legal Ombudsman's team is available Monday - Friday from 8.30am to 5.30pm.

More information about taking a complaint to the Legal Ombudsman can be obtained from the Legal *Ombudsman's web site*.

IPReg (Intellectual Property Regulation Board)

IPReg is Concerto IP Limited's Regulator. IPReg can be contacted by mail, email or telephone as follows:

Intellectual Property Regulation Board (IPReg)
5th Floor, The Outer Temple
222-225 Strand
London WC2R 1BA
United Kingdom

Telephone: 020 7353 4373

General Enquiries: ipreg@ipreg.org.uk
Technical Enquiries: web@ipreg.org.uk

More information about taking a complaint to IPReg can be obtained from *IPReg's website*.

General

We fully recognise that clients dislike making complaints. However, they should not be a source of embarrassment or unnecessary difficulty, so please do contact us if you feel you need more help than covered in this Note.