



## 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 6806  
Wolverhampton  
WV1 9WJ  
United Kingdom

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

Email for general enquiries : [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

The Legal Ombudsman's team is available Monday - Friday from 9:00am to 5.00pm.

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)  
20 Little Britain  
London  
EC1A 7DH  
United Kingdom

Telephone: 020 7353 4373

General Enquiries: [ipreg@ipreg.org.uk](mailto:ipreg@ipreg.org.uk)  
Technical Enquiries: [web@ipreg.org.uk](mailto:web@ipreg.org.uk)

More information about taking a complaint to IPReg can be obtained from the [IPReg 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.