

Jenner & Block London LLP

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Jenner & Block London LLP’s lawyers include both English solicitors and barristers, and attorneys admitted in the United States. Its non-solicitor partners are either registered as Registered Foreign Lawyers with the SRA, or in the case of barristers, are regulated by the Bar Standards Board.

The SRA Standards and Regulations set out our professional and ethical rules and obligations (including the SRA Code of Conduct and SRA Accounts Rules), and can be viewed at www.sra.org.uk. To view our SRA badge, please [click here](#).

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Jenner & Block London LLP’s registration number for Value Added Tax in the United Kingdom is GB 208 2727 17.

COMPLAINTS

We are committed to providing high-quality legal service to all our clients. When something goes wrong, we aim to deal promptly, fairly and effectively with any complaint a client may have about any aspect of our service. In the event of a problem in connection with our work for a client (which could include a complaint about our invoices), the client is entitled to complain. If at any point a client becomes unhappy or concerned about the service we have provided, the client should inform us immediately, so that we can do our best to resolve the problem.

In the first instance it may be helpful for the client to contact the lawyer responsible for their matter or, alternatively, the firm’s complaints officer Robert Dalling. Jenner & Block has a written complaints handling policy, a copy of which can be found [here](#).

We have eight weeks to consider a complaint. If a complaint is not dealt with by us to the client's satisfaction, certain clients have the right to take a complaint to the Legal Ombudsman. They will look at a complaint independently and it will not affect how we handle a client's matter.

Before accepting a complaint for investigation, the Legal Ombudsman will check that the client tried to resolve the complaint with us first.

In most cases a client will need to bring a complaint to the Legal Ombudsman within six months of receiving a final response from us about the complaint, and also no more than either six years from the date of act/omission or three years from when the client should reasonably have known there was cause for complaint.

The Legal Ombudsman can be contacted as follows:

Visit: www.legalombudsman.org.uk

Call: 0300 555 0333 between 9am to 5pm.

Email: enquiries@legalombudsman.org.uk

Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ

In addition, the Solicitors Regulation Authority can address concerns about our behaviour, such as any questions or allegations involving dishonesty, taking or losing a client's money or treating you unfairly because of age, a disability or certain other characteristics.

Concerns can be raised with the Solicitors Regulation Authority at <https://www.sra.org.uk/consumers/problems/report-solicitor.page>.

If your complaint is in relation to our bill then there may also be a right to object to the bill by applying to the court for an assessment of the bill under Part III of the Solicitors Act 1974.

PROFESSIONAL LIABILITY INSURANCE

Jenner & Block London LLP has professional indemnity insurance in England and Wales with the insurer Pembroke Syndicate 4000, 8 Fenchurch Place, London. The policy number is PSLNS1801203. This insurance extends to claims brought against Jenner & Block London LLP.

PRIVACY AND COOKIE POLICY

Jenner & Block London LLP is committed to ensuring that it acts in accordance with applicable data protection and privacy laws when it collects and uses information provided to it or information about visitors to its website. You may view the firm's Privacy Policy [here](#) and its Cookie Policy [here](#). If you have any questions or concerns about these policies, please contact us at dataprotection@jenner.com.

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