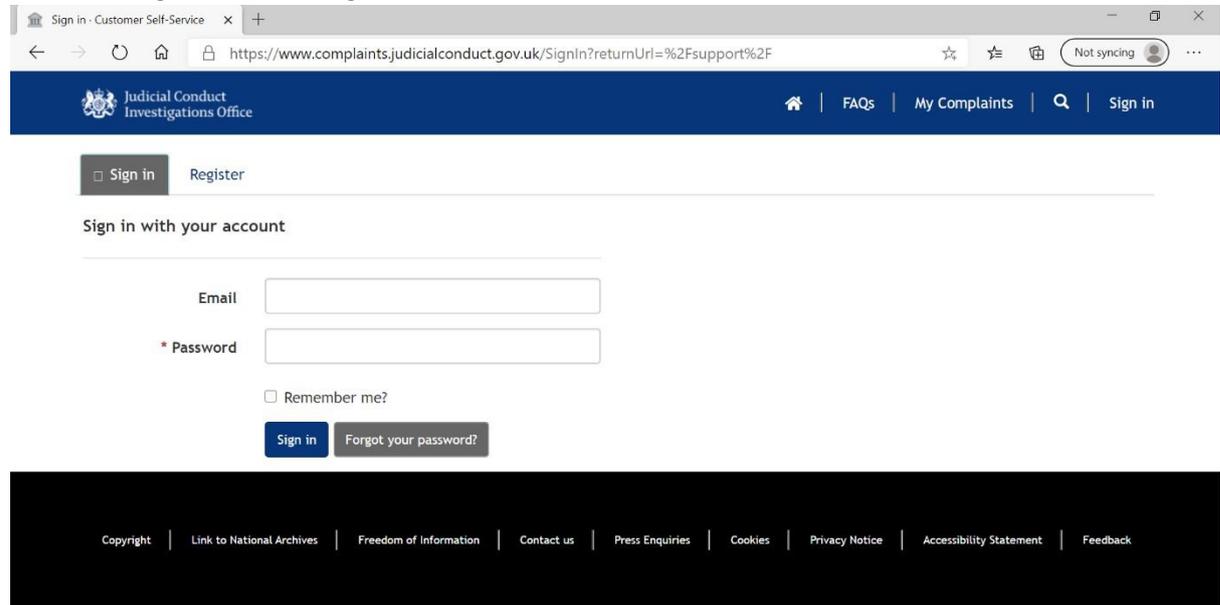


## JCIO Guidance – how to view and send portal comments and/or attachments.

Once your caseworker has made a change to your complaint, you will be notified via email. You will then need to sign in and view these changes. Click on the link in your email to be redirected to our website, or alternatively you can sign in at:

<https://www.complaints.judicialconduct.gov.uk/SignIn?returnUrl=%2F>

### 1. Enter log in details to sign into account.



The screenshot shows the sign-in page of the Judicial Conduct Investigations Office. The browser address bar displays the URL: <https://www.complaints.judicialconduct.gov.uk/SignIn?returnUrl=%2Fsupport%2F>. The page header includes the logo and navigation links: Home, FAQs, My Complaints, Search, and Sign in. Below the header, there are two buttons: 'Sign in' and 'Register'. The main heading is 'Sign in with your account'. There are two input fields: 'Email' and '\* Password'. Below the password field is a checkbox for 'Remember me?'. At the bottom of the form are two buttons: 'Sign in' and 'Forgot your password?'. The footer contains various links: Copyright, Link to National Archives, Freedom of Information, Contact us, Press Enquiries, Cookies, Privacy Notice, Accessibility Statement, and Feedback.

### 2. Click 'My Complaints' at the top right-hand side of the screen

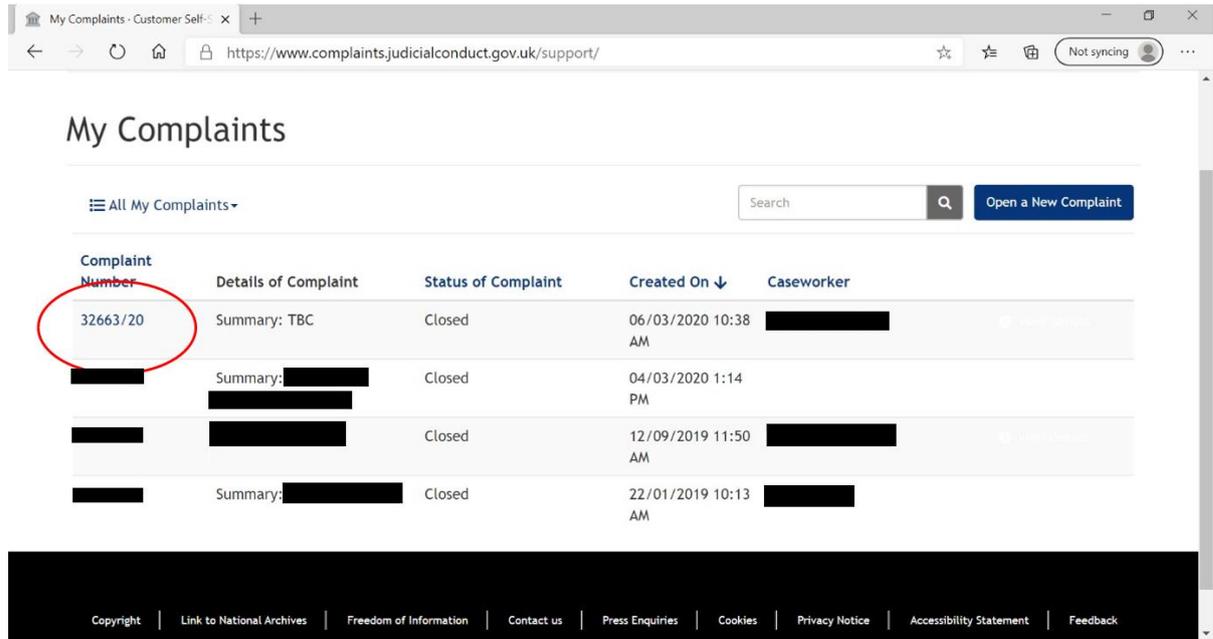


The screenshot shows the homepage of the Judicial Conduct Investigations Office. The browser address bar displays the URL: <https://www.complaints.judicialconduct.gov.uk>. The page header includes the logo and navigation links: Home, FAQs, My Complaints, Search, and a search input field. The 'My Complaints' link is circled in red. Below the header, there are several navigation links: About Us, Making a Complaint, Rules & Regulations, Tribunals & Magistrates, Publications, Disciplinary Statements, and Useful Links.

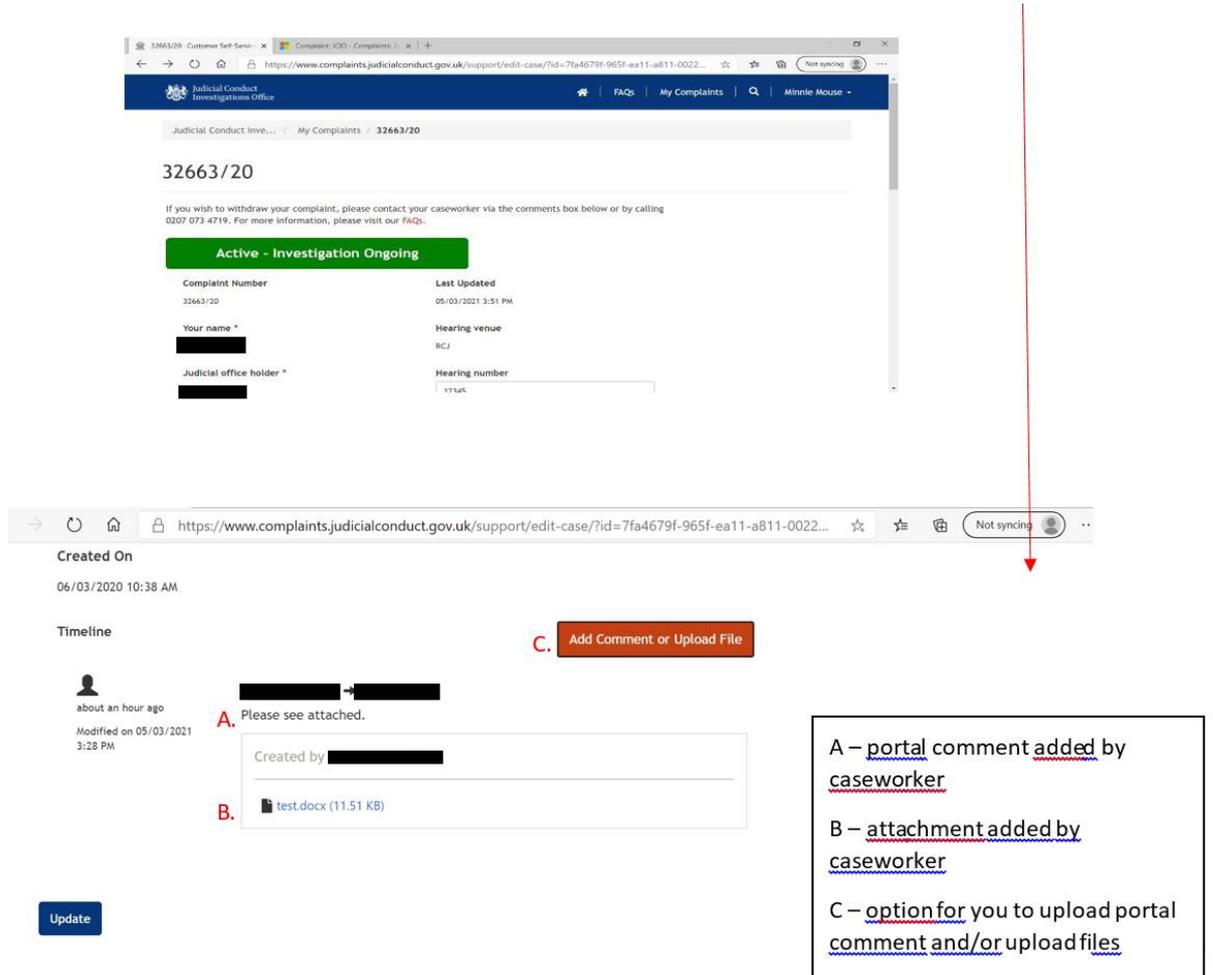


The screenshot shows the main content area of the Judicial Conduct Investigations Office homepage. On the left is a photograph of a Gothic-style building. To the right of the image is the heading 'Judicial Conduct Investigations Office'. Below the heading is the text: 'We are an independent office which supports the Lord Chancellor and Lord Chief Justice in considering complaints about the personal conduct of judicial office holders. We cannot accept complaints about a judge's decision or the way a judge has managed a case.' Below this text are two blue buttons: 'Create A Complaint' and 'My Complaints'. At the bottom, there is a section titled 'Covid 19 Virus (aka Coronavirus)' with the text: 'Most of the staff of the Judicial Conduct Investigations Office are working remotely until further notice. A small number of staff are attending the office on a limited basis. This means that there may be delays in dealing with postal complaints. Staff who are present in the office will answer telephone calls. However, we cannot guarantee that calls will be answered as there will continue to be days and times when the office is unmanned. If your call is'.

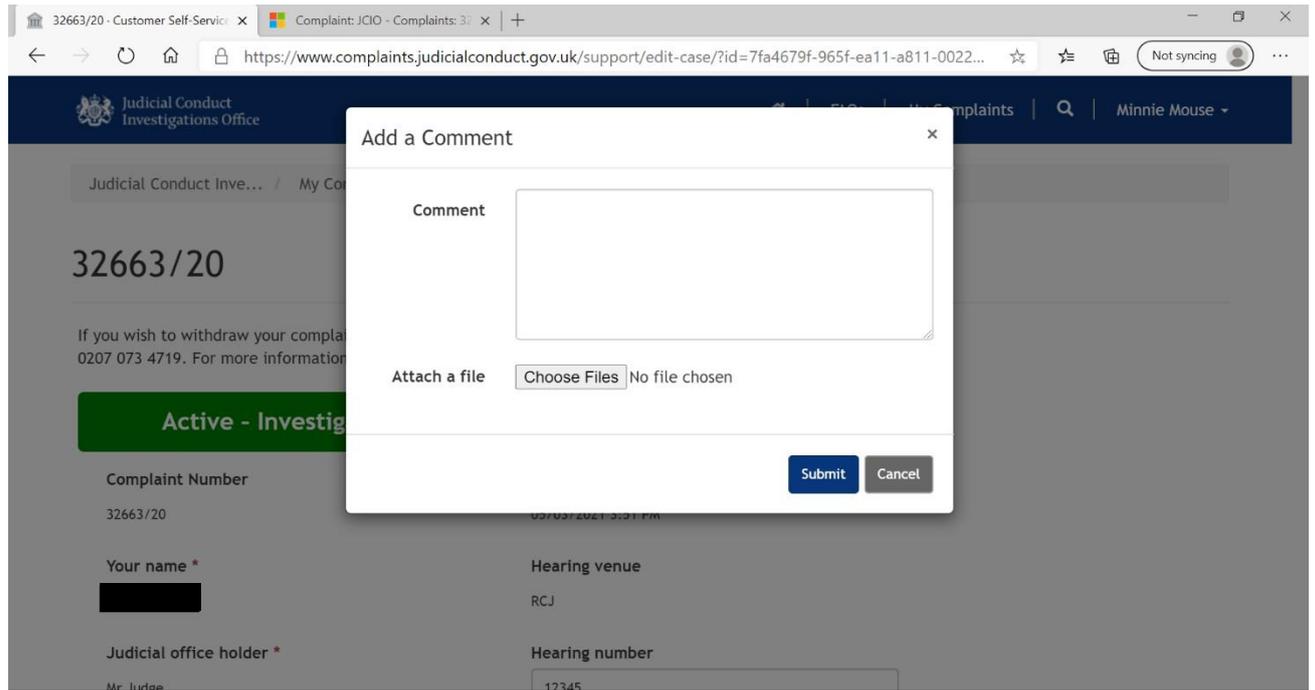
3. You will then see a list of your complaint(s). Click on the complaint number to open the specific complaint.



4. Once on the page below, you can see status of your complaint. In order to view communications from your caseworker, you will need to scroll to the bottom of the page.



5. You can upload a portal comment and/or attachment by clicking 'Add Comment or Upload File' and then click 'Submit' to finish.



6. Once you have submitted your portal comment and/or attachment, you will then be able to see the changes on the main page of your complaint. (below)

