



Search For:  In:  BBB Accredited

Home > Business or Charity Reviews > Paralegal Services > **Walnut Justice Center**

- Select Language -

## BBB BUSINESS REVIEW

Text Size

**Overview** Complaints Directions

What is a BBB Business Review?

### THIS BUSINESS IS NOT BBB ACCREDITED

#### Walnut Justice Center

(909) 594-8068  
19687 East Valley Blvd, Suite D, Walnut, CA 91789  
<http://www.walnutparalegal.com>



#### Description

This company's business is providing paralegal services.

#### BBB Accreditation

This business is not BBB Accredited.

Businesses are under no obligation to seek BBB accreditation, and some businesses are not accredited because they have not sought BBB accreditation.

To be accredited by BBB, a business must apply for accreditation and BBB must determine that the business meets BBB accreditation standards, which include a commitment to make a good faith effort to resolve any consumer complaints. BBB Accredited Businesses must pay a fee for accreditation review/monitoring and for support of BBB services to the public.

#### Reason for Rating

BBB rating is based on 16 factors. [Get the details about the factors considered.](#)

Factors that *lowered* this business's rating include:

- > 14 complaint(s) filed against business
- > Failure to respond to 6 complaint(s) filed against business
- > 3 complaint(s) filed against business that were not resolved
- > 1 serious complaint(s) filed against business
- > Overall complaint history with BBB

#### Customer Complaints Summary

[Read complaint details](#)

14 complaints closed with BBB in last 3 years | 0 closed in last 12 months

Complaint Type	Total Closed Complaints
Advertising / Sales Issues	2
Billing / Collection Issues	1
Problems with Product / Service	11
Delivery Issues	0
Guarantee / Warranty Issues	0
<b>Total Closed Complaints</b>	<b>14</b>

#### Additional Complaint Information

Complainants generally allege that they are dissatisfied with the services provided by the company as legal forms are incorrectly prepared, not filed as represented, or not completed in a timely manner. Others state they did not receive the paperwork allegedly mailed by the company, phone calls are not returned or that they are unable to obtain a status report on their case. Most complainants requested refunds based on their allegations of non-performance. The company responds to some complaints by referring to their engagement agreement which states once work has been performed all amounts paid are considered earned and no refunds are due. In other cases, the company responds by offering explanations of the services provided, indicating documents were sent, and legal documents were prepared based on questionnaires the customers completed, or stating that the documents have been filed with the appropriate court.

[Complaint Details](#) | [Definitions](#) | [BBB Complaint Process](#) | [File a Complaint](#)

#### Government Actions

BBB has no information regarding government actions at this time.

What government actions does BBB report on?

#### Advertising Review

BBB has no information regarding advertising review at this time.

What is BBB Advertising Review?

#### Additional Information

BBB file opened: 10/20/2003  
Business started: 6/1/1994

#### Contact Information

Steve Bolen - Administrator

Lauren Bolen (vice President)

#### Number of Employees

3

#### Business Category

Paralegal Services

#### Alternate Business Names

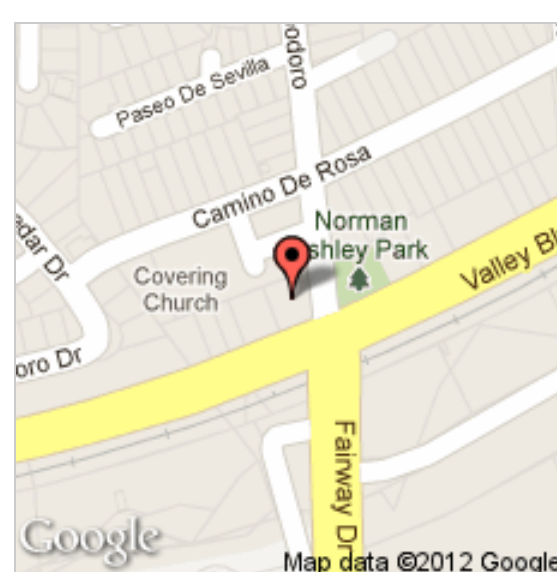
Walnut Justice Center  
Walnut Paralegal Services

#### Alternate Web Sites

#### Industry Tips

A Legal Document Assistant (LDA) is an experienced professional who is authorized under California law to prepare legal documents for consumers. However, an LDA is not an attorney and cannot provide legal advice or represent individuals in court. LDAs have the same educational background as a paralegal and are required by law to be registered and bonded in the county in which they have their principle place of business. The registration is valid for two years, at which time it must be renewed. In the past, individuals who assisted the public in completing legal documents were permitted to call themselves Independent Paralegals. Effective January 1, 2001, California law redefined "paralegal" to mean only those who work for and are supervised by attorneys. Excluded from that definition are LDAs. LDAs are prohibited from calling themselves paralegals.

The LDA statute clearly requires LDAs to maintain a bond, and to be registered in order to offer document preparation services to the public. Paralegals are not required to register as they work only for attorneys and not for consumers. At your direction, LDAs can complete court forms for you, helping you to avoid pitfalls and make sure every important detail on a form is accounted for. LDAs may also file the forms with the court and serve them on the appropriate parties. LDA's may supply books and publications authored, written or approved by attorneys which you may use to help you with your matter. A LDA cannot represent you in court, cannot give you legal advice, cannot tell you what information should be inserted in the documents, cannot interpret documents, or select forms.



[Directions](#)

#### QUICK LINKS

[File a Complaint](#)

[About Enhanced Services](#)

#### ASSOCIATED SEARCHES

Still searching? Find more businesses offering similar services.

#### FEEDBACK

##### RECOMMEND

Would you recommend this review to others?

Please Select:

##### SHARE WITH US

To better assist you, please take our brief survey about the format / readability of this review so that we may continually improve your experience.

##### CONTACT US

Use our [Contact Us](#) page to get in touch with us if you have any issues, questions or concerns.