

## **OUR COMPLAINTS POLICY**

Kenneth Elliott and Rowe Limited are committed to providing a high quality legal service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

We do not charge for this process.

If you have a concern or a complaint, please contact us as soon as you are aware of the problem so this can be addressed. Please write to us outlining the nature of your complaint:

Chris Dixon, Client Care Director

Kenneth Elliott & Rowe Limited

Enterprise House

18 Eastern Road

Romford RM1 3PJ

Telephone 01708 757575

Chris.Dixon@ker.co.uk

Should Chris Dixon be away from the Office on annual leave or for any other reason, any complaints made will be dealt with, under the same procedure, by David Farr.

What will happen next?

1. We will send you a letter or email acknowledging receipt of your complaint within two days of our receiving the complaint, enclosing a copy of this procedure. Mr Dixon may initially telephone you to discuss or clarify the nature of the complaint and later follow up with a letter.
2. We will then investigate your complaint. This will normally involve passing your complaint and matter file to our client care partner, Chris Dixon, who will review your file and speak to the member of staff who acted for you. Chris Dixon may also refer the file to other colleagues for their views.
3. Chris Dixon will then invite you to a meeting to discuss and, it is hoped, resolve your complaint. He will do this within 14 days of sending you the acknowledgement letter. If you would prefer to deal with the matter at the telephone this can also be arranged.
4. Within three days of the meeting, Chris Dixon will write to you to confirm what took place and any solutions he has agreed with you.
5. If you do not want a meeting or it is not possible, Chris Dixon will send you a detailed written reply to your complaint, including his suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.

Kenneth Elliott & Rowe Limited trading as kenneth elliott + rowe solicitors

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6. At this stage, if you are still not satisfied, you should contact us again to explain why you remain unhappy with our response and we will review your comments. Depending on the matter we may at this stage arrange for another partner to review the decision.

7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

8. If you are still not satisfied, you can then contact the Legal Ombudsman at PO Box 6806

Wolverhampton WV1 9WJ ([www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)) or call 0300 555 0333 about your complaint. The Legal Ombudsman accepts complaints from individuals, very small businesses, charities, clubs and trusts. Any complaint to the Legal Ombudsman must usually be made within six years of the act/ omission about which you are complaining or 3 years from the date of the complaint should reasonably have known there were grounds for complaint and within 6 months of our final response to your complaint.

The Legal Ombudsman has provided further guidance on its service at [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk).

If we have to change any of the timescales above, we will let you know and explain why for example if a fee earner is on annual leave.

**kenneth elliot + rowe**

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