

## **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:

Clare Stevens, Client Care Director

Kenneth Elliott & Rowe Limited

Enterprise House

18 Eastern Road

Romford RM1 3PJ

Telephone 01708 757575

[Clare.Stevens@ker.co.uk](mailto:Clare.Stevens@ker.co.uk)

Should Clare 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 Fred Rylah ( [fred.rylah@ker.co.uk](mailto:fred.rylah@ker.co.uk) ).

### **What will happen next?**

1. We will send you a letter or email acknowledging receipt of your complaint within 5 working days of our receiving the complaint, enclosing a copy of this procedure. We may initially telephone or e-mail you to discuss or clarify the nature of the complaint. You may indicate within your complaint whether you would like us to deal with this matter entirely by e-mail or whether you would like to discuss the matter by telephone.

Alternatively, if you would prefer to make an appointment to deal with this matter personally by way of an appointment, we will be happy to do so. However, it is likely that this will have an impact on the timescales of the investigation which will only begin once the appointment has taken place. If you wish

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v052024

to proceed in this way we will confirm the amended timescales to you at the time the appointment is made.

2. We will then investigate your complaint. We will review your file and speak to the member of staff who acted for you. We may also refer the file to other colleagues for their views.

3. We will e-mail you with her initial findings within 20 working days of the acknowledgement e-mail. A meeting or telephone call can be arranged to discuss the initial findings should you wish it.

4. If you wish for a telephone call or a meeting following on from the initial findings, we will confirm the contents of that meeting/call within 5 working days of the meeting/call.

5. If you do not want a meeting/telephone call, or it is not possible, our initial findings will stand as our final response.

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 20 working days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

*Note we refer to timescales in working days – this means it does not include weekends or bank holidays. We also do not work over the extended Christmas break (normally between Christmas Eve and until after New Year) so we will not count these days as “working days” either.*

*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. We will substitute a reasonable alternative timescale and try to agree this with you.*

8. If you are still not satisfied, you can then contact the Legal Ombudsman about your complaint. The Legal Ombudsman accepts complaints from individuals, very small businesses, charities, clubs and trusts.

The Legal Ombudsman expects complaints to be made to them within one year of the date of the act or omission about which you are concerned or within one year of you realising there was a concern.

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You must also refer your concerns to the Legal Ombudsman within six months of our final response to you.

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

The Legal Ombudsman's contact details are: -

Telephone: 0300 555 0333 Minicom: 0300 555 1777

Website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

Post: Legal Ombudsman, PO Box 6167, Slough SL1 0EH

The Solicitors Regulation Authority can also help if you are concerned about our behaviour. This could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic.

You can visit their website [www.sra.org.uk](http://www.sra.org.uk) to see how you can raise your concerns with the Solicitors Regulation Authority.

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