



KCT Complaints Procedure

Contents

Summary	2
Complaints	2
Procedure	2
Complaint Resolution	3

Summary

This document outlines the procedure that Kings Court Trust Ltd (herein known as KCT) follow on handling and resolution of complaints. Our complaints procedure aims to:

- o Be easily available, well publicised and easy to follow
- o Show clearly how a complaint will be dealt with and by whom
- o Respect confidentiality and adhere to Institute of Chartered Accountants in England and Wales (ICAEW) regulation
- o Be impartial, based upon a sufficient and fair investigation
- o Make recommendations to prevent future complaints
- o Investigate any complaint promptly

Complaints

Any verbal or written suggestion of client grievance or dissatisfaction which alleges that the complainant has suffered (or may suffer) financial loss, distress, inconvenience, or detriment will be regarded as a complaint whether it relates to service, process or other matters affecting KCT in dealings with the public. We are committed to providing a high quality service to all our clients. When something goes wrong, we need to know, both to resolve your complaint as soon as possible and also to improve our methods of working.

Procedure

To keep things simple we've set up a three-step procedure to resolve your complaints:-

1. We aim to resolve any complaint you have about the service we have provided to you as quickly as possible. If you are unable to obtain a satisfactory response from the person who has been dealing with your case, you can always give us your feedback by putting this in writing via the post to:

Customer Relations Manager & Head of Legal Practice
Kings Court Trust Limited
Spectrum House
Bond Street
Bristol
BS1 3LG

Alternatively, you can make your complaint by emailing complaints@kctrust.co.uk

2. Your feedback can help us improve the way we do things in the future, and all feedback (including complaints) is reviewed by our Head of Legal Practice/Legal Services Director. Once we have received your complaint, we will write to you within one business day to explain how your complaint will be investigated if a complete response to your complaint has not been made by that time. We will provide you with the details of the person who will be investigating your complaint including their direct telephone number and e-mail address. We will also try to contact you by telephone to acknowledge receipt of your letter or email. We will record your complaint on our central register. We will at that stage also begin to investigate the complaint by examining the case file.
3. You will receive a full response in writing from us within 20 working days from the date that the complaint was received. Please note if you have made the complaint verbally – either at a meeting or on the telephone – we will set out in our full response our understanding of the nature of your complaint.

Complaint Resolution

If, after following the review process you remain dissatisfied with any aspect of our handling of your complaint, you may contact directly the Legal Ombudsman to ask them to consider the complaint further:

Tel no: 0300 555 0333

Email: enquiries@legalombudsman.org.uk

Website: <http://www.legalombudsman.org.uk>

Legal Ombudsman

PO Box 6167

Slough

SL1 0EH

Unless it agrees there are good reasons not to do so, the Legal Ombudsman will expect you to allow us to consider and respond to your complaint in accordance with the procedure set out above in the first instance. You can refer your complaint up to 6 months after you have received our final written response to your complaint. You can also use the Ombudsman service if we have not resolved your complaint within 8 weeks of us receiving it. The Ombudsman must be contacted in connection with a complaint within 6 years of the act or omission you are complaining of, or if it was over 6 years ago, within 3 years of when you should have known of the cause for complaint. The Ombudsman deals with service related complaints; any conduct-related complaints will be referred to our regulator, the Institute of Chartered Accountants in England and Wales (ICAEW).

If you have signed our contract, you may also wish to consider whether Alternative Dispute Resolution (ADR) may be appropriate to help resolve your concerns. Alternative complaints bodies such as Small Claims Mediation (www.small-claims-mediation.co.uk – Tel: 0800 167 0700) are available and we believe Small Claims Mediation are appropriately experienced to mediate on complaints about our service.

Should your complaint be appropriate for mediation, we are happy to engage with Small Claims Mediation if we are unable to resolve your concerns directly. Please contact us for further information, or get in touch with Small Claims Mediation directly and they will contact us accordingly.

We will do all we can if any complaint is made known to us. We value client relationships very highly.

Record Keeping

Records of complaints, all telephone calls and related correspondence will be kept as part of our file in line with our retention period. This will typically be twelve years from the date our file has closed.