



## Complaints Procedure

### Introduction

At Kinovo Limited, we are committed to providing accurate and useful information on our website. However, we recognise that there may be occasions when users or clients wish to raise concerns or complaints. We take all complaints seriously and aim to address them promptly and fairly, in compliance with the Companies Act 2006, the Consumer Rights Act 2015, and any other applicable UK regulations.

### How to Make a Complaint

If you wish to make a complaint, you can contact us via one of the following methods:

- **Email:** [info@kinovopl.com](mailto:info@kinovopl.com)
- **Post:** Brooklyn Lodge, Mott Street, High Beech, Waltham Abbey, London, E4 7RW
- **Telephone:** +44 01992 703431

Please provide the following details in your complaint:

- Your full name and contact details
- A clear description of the issue
- Any relevant supporting documents or evidence
- How you would like us to resolve the issue

### Acknowledgement of Complaints

We aim to acknowledge receipt of your complaint within 5 working days. If the complaint requires further investigation, we will provide an estimated timeframe for our response.

### Investigating Complaints

Once a complaint is received, we will:

- Review the details provided
- Investigate the matter thoroughly
- Contact you if additional information is needed
- Provide a full response within 20 working days where possible

If we require more time to investigate, we will inform you of the delay and provide an updated response timeframe.



## Complaint Resolution

We will aim to resolve complaints fairly and transparently. Possible outcomes include:

- An explanation of our findings
- An apology, if appropriate
- Steps we will take to prevent similar issues in the future

If you are not satisfied with our response, you may request a further review by a senior representative of Kinovo Limited.

## Escalation

If you remain dissatisfied after our internal review, you may escalate the matter to the relevant external regulatory body. Depending on the nature of your complaint, you may contact:

- The Financial Ombudsman Service (for financial complaints): [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)
- Trading Standards (for consumer rights issues): [www.tradingstandards.uk](http://www.tradingstandards.uk)
- The Information Commissioner's Office (for data protection complaints): [www.ico.org.uk](http://www.ico.org.uk)

## Changes to this Procedure

We may update this Complaints Procedure from time to time to reflect best practices and legal requirements. Any updates will be published on our website.

For further information, please contact us using the details above.