

Complaints Handling Procedure

This document represents the procedure to be followed when a complaint is made to Cooper Property Services (UK) Limited.

The appointed person within Cooper Property Services (UK) Limited who deals with complaints is Steven Cooper BSc, FRICS, MCI Arb.

The following procedure will be followed:

Stage 1: Internal Complaints Procedure

1. If a verbal complaint is made, the complainant will be requested to make its complaint in writing.
2. On receipt of a written complaint, the complaint will be acknowledged within 7 days.
3. The complaint will be given full consideration by the appointed person.
4. Every effort will be made to respond fully to the complaint within 28 days. If the complaint cannot be responded to fully, an update will be given.
5. If the complaint cannot be resolved, the complainant will be advised in writing that the internal complaints procedure (Stage 1) has been exhausted. Details of the independent redress mechanism (Stage 2) will be included.

Stage 2: Independent Redress Mechanism

Where Stage 1 has been exhausted and the complaint has not been resolved, provision has been made for the complainant to

either

1. In relation to consumer complaints the complainant may take its case to an independent redress mechanism should they wish to as provided by the Centre for Effective Dispute Resolutions (CEDR).

or

2. In relation to commercial complaints the complainant may seek the appointment of an independent Arbitrator drawn from RIBA, RICS or the CI Arb to act as an external adjudicator in relation to the complaint.