

## **Formal Complaints Procedure**

Robert Cooper and Co is a voluntary member of The Property Ombudsman for both sales and lettings. We are committed to providing a high standard of service to all our customers.

If you are dissatisfied with any aspect of our service, we encourage you to raise this with us so that we can investigate and resolve the matter as quickly and fairly as possible.

### **Definition of a Complaint**

A complaint is defined as:

“An expression of dissatisfaction, whether oral or written, about the service we have provided or failed to provide.”

### **How to Make a Complaint**

Complaints should be submitted in writing to:

Email: [complaints@robertcooperandco.com](mailto:complaints@robertcooperandco.com)

To assist us in dealing with your complaint efficiently, please include:

- Your name and contact details
- The property address (if applicable)
- Full details of your complaint
- Any supporting documentation
- Your preferred outcome

### **Stage One – Initial Investigation**

Upon receipt of your complaint, we will:

- Acknowledge your complaint within 3 working days
- Provide a copy of this complaints procedure
- Begin a full and impartial investigation

We aim to provide a formal written response within 15 working days.

Where the matter is complex or requires input from third parties, we reserve the right to extend this timeframe. In such circumstances, we will:

- Inform you of the reason for the delay
- Provide an updated timescale
- Keep you informed of progress

### **Stage Two – Senior Management Review**

If you remain dissatisfied, you may request a review by a Senior Manager.

A Senior Manager, who has not been directly involved in the matter, will carry out a further independent review.

We aim to respond within 15 working days of receiving your request.

Where additional investigation is required, this timeframe may be extended (typically up to 20 working days), and you will be notified accordingly.

### **Stage Three – Final Review (Managing Director)**

If you remain dissatisfied following Stage Two, you may request a final review by the Managing Director.

The Managing Director will undertake a comprehensive and independent review of the complaint.

We aim to issue our Final Viewpoint Letter within 15 working days of your request.

Where the complexity of the matter requires further time, this may be extended (typically up to 20 working days). We will notify you if this applies and explain the reasons.

In all cases, we will ensure that our Final Viewpoint Letter is issued within 8 weeks of receiving your original complaint, in accordance with the requirements of The Property Ombudsman.

### **Final Viewpoint Letter**

Our Final Viewpoint Letter will clearly set out:

- Our final position on your complaint
- The reasons for our decision
- Any actions we propose to take (if applicable)

### **Referral to The Property Ombudsman**

If you remain dissatisfied after receiving our Final Viewpoint Letter, you may refer your complaint to The Property Ombudsman for an independent review.

You must do so within 12 months of the date of our Final Viewpoint Letter.

Please note: The Ombudsman will only consider your complaint once our internal procedure has been exhausted or 8 weeks have passed since the complaint was first made.

This service is free of charge to consumers.

Further details will be included within our Final Viewpoint Letter or can be found at [www.tpos.co.uk](http://www.tpos.co.uk).

## **Record Keeping**

We maintain records of all complaints for a minimum of 3 years and use this information to monitor performance and improve our services.

## **Confidentiality and Fairness**

All complaints will be handled:

- Impartially and consistently
- In a fair and transparent manner
- In accordance with data protection legislation

Raising a complaint will not affect the level of service you receive from us.

## **Additional Information**

The Property Ombudsman recommends that any outstanding fees are paid on a “without prejudice” basis to avoid late payment charges or further action.

We are committed to resolving complaints constructively and, where appropriate, learning from them to improve our service.