

## Complaints procedure

We want to resolve your complaint as soon as we can. The easiest and quickest way is by talking to your local branch, but alternatively you can:

Call us on 020 8429 1444.

Send an e-mail to our branch manager [clarke@robertcooperandco.com](mailto:clarke@robertcooperandco.com)

**Write to us:** Complaints, Robert Cooper and Co, 202 Field End Road, Eastcote, HA5 1RD. Please include as much detail as possible about what's gone wrong, along with your name, address, contact number and a convenient time for us to call you.

Please provide us with as much information as possible when making your formal complaint. This will help us to understand the issue and resolve it quickly and efficiently as possible. Please include:

- Your name and address.
- A description of your complaint and how it's affected you.
- When the issue happened and where.
- A contact number (or other preferred method of contact) and a convenient time to contact you.

## Next steps

We'll acknowledge your complaint within 3 business days following receipt and get in touch to discuss your complaint and seek a resolution.

Where your complaint is more complex, we will need more time to investigate further before coming back to you.

- We'll keep you updated of our progress throughout our investigation.
- We may need to contact you for more information using your preferred method of contact.

## Our Response

Once we've completed our investigation, we'll send you an outcome letter. This will outline the details of our investigation, how we reached our decision and, if appropriate, what we're going to do to put things right. It will also provide information about The Property Ombudsman.

## Timescales

Whilst we allow up to 15 working days to resolve your complaint, we aim to resolve all complaints as quickly as possible. We'll send you our outcome as soon as we've completed our investigation.

If, having reviewed our outcome letter, you are still not satisfied please contact us again and we will arrange for a separate review to take place by a senior member of our team. A thorough review will be completed, following which you will receive a Final Viewpoint Letter. This can take up to a further 15 working days.

## **Appeal**

The Property Ombudsman

If you remain dissatisfied with the outcome of your complaint, you can ask The Property Ombudsman (TPO) to investigate it. This is a free, independent, and impartial service that helps resolve disputes.

Although you can refer your complaint to TPO at any time, they will require confirmation that you have exhausted our complaints procedure and have received a Final Response.

We'll send you the full details of our decision in our Final Response, including your right to refer your complaint to TPO. If you do so, it should be within 12 months of the date on our Final Response.

Web: [www.tpos.co.uk](http://www.tpos.co.uk)

Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)

Phone: 01722 333 306

Post: The Property Ombudsman, Milford House, 43-55 Milson Street, Salisbury, SP1 2BP