

# COMPLAINTS POLICY



We're all about delivering brilliant service.

We also recognise that any internal or external stakeholder may have concerns that they wish to share with Cooper Parry. This policy explains how anyone can raise a concern with Cooper Parry, not only limited to client services, but also broader concerns about the firm's operations, environmental or social impacts, workplace practices, unethical behaviour or other matters.

If something's gone wrong, or you suspect wrongdoing we want to know. This policy sets out how anyone can raise complaints and what they can expect from us in return – fait, fast, and friendly resolution.

## INTRODUCTION

This policy outlines how Cooper Parry handles complaints. Our goal is to ensure all concerns are addressed promptly, fairly, and transparently, helping us continuously improve our services to clients and all external parties that may interact with Cooper Parry.

## SCOPE

This policy applies to all Cooper Parry clients (including audit, advisory and digital clients), internal and external stakeholders.

Clients of Cooper Parry Wealth and Cooper Parry Law should follow the complaints policies below.

Cooper Parry Wealth Limited is regulated by the FCA and handles its complaints process separately. Details can be found at [Complaints | Cooper Parry Wealth](#).

Cooper Parry Law LLP is regulated by the Solicitors Regulation Authority (SRA) and handles its complaints process separately. Details can be found at [Complaints | Cooper Parry Law](#).

## POLICY

### HOW TO MAKE A COMPLAINT

Anyone can raise a complaint via email ([risk@cooperparry.com](mailto:risk@cooperparry.com)), through our online [complaints portal](#), or by speaking to their usual Cooper Parry contact.

We encourage clients and external stakeholders to include as much detail as possible, such as the nature of the concern, relevant dates, and the desired outcome.

### ACKNOWLEDGEMENT

We acknowledge all complaints promptly via email. If the complaint is made verbally, we'll confirm our understanding in writing.



## CONFIDENTIALITY

All complaints are handled with strict confidentiality and shared only with those directly involved in resolving the issue.

If you wish to submit a complaint anonymously, we will respect that. We will treat both known and anonymous complainants in the same way. Where anonymity is required, we will ensure the matter is limited to specific people that can investigate or assist with the complaint.

The firm is committed to ensuring that anyone who speaks up in good faith is protected from retaliation in any form, or any form of disadvantage.

Retaliation or consequences experienced by a complainant will not be tolerated and we will do everything we can to prevent this occurring.

If a complainant experienced retaliation in any guise, from an employee of Cooper Parry, this would be considered internally and may lead to disciplinary action.

## INVESTIGATION

Complaints are reviewed by a senior team member not involved in the matter. Serious issues are escalated to our Risk team. We may contact the client for more information.

We aim to resolve all complaints within six weeks.

## UPDATES

We'll keep you, the complainant, updated at least every 14 days or more frequently if requested.

## RESOLUTION

Once the investigation is complete, we'll send a written response outlining our findings, any corrective actions, and remedies offered, if applicable.

If the complaint isn't upheld, we'll explain why and advise on how to escalate the matter.

## ESCALATION

If you remain dissatisfied, you may escalate your complaint to the relevant regulatory body such as ICAEW, ICAI or in the case of complaints regarding data, the ICO.

We'll provide the appropriate contact details in our final response.

If the complaint isn't linked to a regulated entity, it may be referred to our Board.

## CLOSING COMPLAINT

If we don't hear back within six weeks of our last correspondence, we'll consider the matter closed.

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Thank you

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