



COMPLAINTS POLICY



We're all about delivering brilliant service.

But if something's gone wrong, we want to know. This policy sets out how our clients can raise complaints and what they can expect from us in return – fair, fast, and friendly resolution.

INTRODUCTION

This policy outlines how Cooper Parry Law LLP handles client complaints. Our goal is to ensure all concerns are addressed promptly, fairly, and transparently, helping us continuously improve our service.

SCOPE

This policy applies to all Cooper Parry Law LLP and team members involved in handling client complaints.

POLICY

HOW TO MAKE A COMPLAINT

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

We encourage clients 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.

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 clients 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 a client remains dissatisfied, they may escalate the complaint as follows.

Our legal regulator the Solicitors Regulation Authority (SRA) can help if you are concerned about our behaviour. This could be for things like dishonesty or discrimination. You can find information on raising concerns about solicitors and law firms via the SRA website at www.sra.org.uk.

If the complaint relates to advice provided by Cooper Parry Law LLP, and you are not satisfied with our response to your complaint, on written receipt of our final position, you may be able to complain to the Legal Ombudsman. The Legal Ombudsman investigates complaints about service issues with lawyers and will look at your complaint independently. Complaining to the Legal Ombudsman will not affect how we handle your matter.

If you make a complaint to the Legal Ombudsman, save in exceptional circumstances and by prior agreement with us, we will still require invoices we have submitted to be paid on the date payment falls due, and interest for late payment will continue to accrue.

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first.

Please note that the Legal Ombudsman expects complaints to be made to them within six months of receiving our final response to your complaint and within one year of the date of the act/omission about which you are concerned or within one year of you realising there was a concern.

The Legal Ombudsman can be contacted at PO Box 6167, Slough, SL1 0EH on 0300 555 0333 and further details can be found at www.legalombudsman.org.uk.

If the complaint relates to any invoice for legal services that we have sent to a client, the client has the right to apply for assessment of our invoice, under Part III of the Solicitors Act 1974.

Please note that if such assessment has been applied for, The Legal Ombudsman may not consider a complaint about the invoice.





CLOSING COMPLAINT

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

Thank you

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