

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 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 Group Holdings Limited clients and team members involved in handling client complaints.

Cooper Parry Wealth Ltd are regulated by the FCA and handle their complaints process separately. Details can be found at [Complaints | Cooper Parry Wealth](#).

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.



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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 to the relevant regulatory body such as ICAEW, ICAI, FCA, or SRA.

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.

Thank you