



## COMPLAINT HANDLING PROCEDURES FOR COOPER PARRY WEALTH

**If you would like this document in larger print or in another format, please contact us.**

### **If you have a complaint**

Although we always try to provide a high standard of service, we understand that there may be occasions where you aren't happy with the services we've provided. That's why we have a complaints procedure.

### **Who to contact**

So, if you are unhappy with our services, please contact our Risk & Compliance Director, Bronagh Daly.

**By phone**            07386 682 531

**By email**            bronagh.daly@cooperparry.com

**By post**             Cooper Parry Wealth, Sky View, Argosy Road, East Midlands Airport, Castle Donington, Derby.  
DE74 2SA.

### **When we receive a complaint**

Our actions will be the same whether your complaint is made in writing or verbally. We aim to assess any complaint fairly, consistently and promptly. When we receive a complaint, our Compliance Manager will be assigned to investigate it. It will be their aim to resolve the complaint as quickly as possible. They will do the following:

- Contact you to let you know they are involved and give you their details
- Set up a record of your complaint
- Acknowledge your complaint as soon as is reasonably practical after receipt. This will generally be within five working days

If we can resolve your complaint within three working days, we will write to you by the end of the third working day of receiving your complaint, confirming how we have dealt with it. We will also confirm that you have the right to refer your complaint to the Financial Ombudsman Service if you remain dissatisfied. You are also entitled to take civil action, should you decide to do so.

### **Acknowledging your complaint**

Our acknowledgement may, especially in the case of a verbal complaint, set out your concerns as we have understood them and may request further clarification if necessary. If there is anything you would like to add at this stage, please let us know so that we can investigate every aspect of your concerns.



Your complaint will be investigated using the information on our files together with reports from other parties if relevant. We may also contact you if further information is required and we may need to get a signed letter of authority from you if we need to collect certain information from other parties on your behalf.

### **Keeping you informed**

We will let you know how our investigation of your complaint is progressing. If we are not able to give you a full and final response within eight weeks of receiving it, we will write to you and explain why the investigation has been delayed. We will let you know when we expect to be able to give you our final response.

We will also let you know that you can refer your case to the Financial Ombudsman Service if you are not satisfied with the delay.

Please bear in mind that if your complaint involves information from third parties some delays could be beyond our control, but we will do all we can to resolve the issue in good time.

### **Our response to your complaint**

As soon as we have finished our investigations into your complaint, we will write to you with our conclusions.

This letter will explain that if you are not satisfied with our response, you may refer your complaint to the Financial Ombudsman Service. You have six months from the date of our final response letter to contact the Financial Ombudsman Service if you wish. Again, you are also entitled to take civil action, should you decide to do so.

### **Complaints about other parties**

If we receive a complaint that is not about us, or our services, and if we can identify the firm to whom the complaint should be addressed, we will:

- Write to the firm concerned, explaining that we believe the complaint to be theirs, and suggesting that they contact you direct
- Send them a copy of your complaint letter or a summary of our conversation
- Write to you with contact details of the firm and invite you to get in touch. We will send them a copy of this letter and we'll also give you a copy of the letter we sent to them