

**Cooper Stern Limited**  
**Complaints Procedure**

In the event you wish to make a complaint about any aspect of the service provided to you please call us on 01204 328 287 or email [enquiries@coopersten.co.uk](mailto:enquiries@coopersten.co.uk) or indeed write to us direct on the below address with full particulars of your complaint and your account or reference number. We will acknowledge receipt of your complaint and aim to initially respond to you within 2 business days.

We will thereafter investigate your complaint and send you a reply following review by one of our senior team with the authority to take action on the complaint within a further 10 business days.

This reply will either:-

- 1) Be our final response in which we will clarify, which points of your complaint we will be upholding or alternatively why we will not be upholding the complaint. If we uphold your complaint in whole or part then this letter will detail how we propose to resolve your complaint.
- 2) Confirm that we need additional time to review your complaint. Such a letter will aim to set out any revised timescale and, if appropriate, clarify what additional information is required from you.

If additional time is required then we will aim to provide our final response, as described in point 1, as soon as possible but in any event no later than 8 weeks following receipt of the initial complaint.

If you do not agree with our final response or, if we have not provided a final response within 8 weeks of receipt of the initial complaint, then you have the right to refer the matter to the Legal Ombudsman.

Address for writing to Cooper Stern Limited

**Cooper Stern Ltd**  
**4th Floor, 21-27 Churchgate**  
**Bolton**  
**Greater Manchester**  
**BL1 1YA**

Address for the Legal Ombudsman

**Legal Ombudsman**  
**PO Box 6806**  
**Wolverhampton**  
**WV1 9WJ**