

COOPER PROPERTY SERVICES (UK) LTD

PROCEDURE FOR COMPLAINTS HANDLING

This procedure is available in written form to the client or to the public on request. If you have a complaint, then this note sets out the procedure, which we follow in dealing with that complaint.

1. A person has been appointed in this office to deal with complaints; and you should not hesitate to contact the relevant person. Details are set out below:

Steven Cooper, Station Buildings, 278 Manchester Road, Manchester M34 5GJ.
2. Where your complaint is initially made orally, you will request to send a written summary of your complaint to the person dealing with it.
3. Once we have received your written summary of the complaint, we will contact you in writing within 21 days to inform you of our understanding of the circumstances leading to your complaint. You will be invited to make any comments that you may have in relation to this.
4. Within 21 *days of receipt of your written summary, the person dealing with your complaint will write to you, in order to inform you if the outcome of the investigation into your complaint and let you know what actions have been or will be taken.
5. If you are dissatisfied with any aspects of our handling of your complaint, you should contact M Warnock, Cube Property Services, Unit 13, Greenwood Court, Taylor Business Park, Risley, Warrington, WA3 6BL, who will personally conduct a separate review of your complaint and contact you within 21 days to inform you of the conclusion of this review.
6. If you remain dissatisfied with any aspect of our handling of your complaints, then we will attempt to resolve this promptly through negotiations and otherwise agree to enter into mediation with you in accordance with the Centre for Dispute Resolution (CEDR) Model Mediation Procedure or the mediation process by the Royal Institution of Chartered Surveyors.
7. If the complaint has still not been resolved to your satisfaction, we agree to the referral of your complaint to the Surveyors and Valuers Arbitration Scheme operated by the Chartered Institute of Arbitrators, 12 Bloomsbury Square, London, WC1 2LP from whom details of the scheme may be obtained.

* The time limits are recommendations, to ensure that complaints are dealt with promptly.