



As members of The Property Ombudsman, Cope & Co. aims to provide the highest standard of service to all our customers, however, if you believe you have a grievance, please see below our procedure for complaints:

- Please write in the first instance to Laura Clarke at the address below:
Laura Clarke, Cope & Co., Canterbury House, Stephenson's Way, Wyvern Business Park, DE21 6LY

laura@copeandco.co.uk

- The grievance will be acknowledged within 3 working days and then investigated thoroughly in accordance with established internal procedures.
- A formal written outcome of the complaint will be sent to you within 21 days. If we require a longer period of time to conduct the investigation we will advise you in writing and confirm the revised response date.
- If you are still dissatisfied with the result of the internal investigation, please contact Annie Cope at the address below who will review the complaint.

Annie Cope, Cope & Co., Canterbury House, Stephenson's Way, Wyvern Business Park, DE21 6LY

annie@copeandco.co.uk

Following the conclusion of our investigation, we will write to you with a final written statement.

- If you are still dissatisfied, you can refer the matter to:
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The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP

Cope & Co.

