



Co-op Estate Planning Complaints Procedure

We continuously look to improve our services and welcome constructive comments. If you have any comments then please contact our Customer Relationship Department, Co-op Estate Planning, John Banner Building, 620 Attercliffe Road, Sheffield S9 3QS, alternatively you can email us at info.estateplanning@coop.co.uk

If you are not happy with any part of our service then you can make a complaint. If you do have a complaint then first of all please contact the representative who you dealt with. They will look to resolve any issues directly with you.

If your complaint is not dealt with satisfactorily, then please put your complaint in writing and send it to The Complaints Officer, Co-op Estate Planning, John Banner Building, 620 Attercliffe Road, Sheffield S9 3QS or email complaints.estateplanning@coop.co.uk

If you make a complaint by telephone then we will ask you to set it out in writing and send it to our Complaints Officer. All complaints should include your full name, address and telephone number as well as a detailed explanation of what you believe has gone wrong or has not been dealt with properly and what you think should be done to put it right.

All complaints will be dealt with confidentially and will be assessed on its own merits.

All information and feedback provided will be gathered to highlight areas for improvement.

How we handle complaints

- We will not discriminate for any reason (including sex, race, age etc)
- We will acknowledge receipt of your complaint within 5 working days
- We will investigate your complaint and provide a formal, written, response within a further 14 days



When something goes wrong

- We will apologise
- We will explain what went wrong and why
- We will correct the mistake if possible

Customer satisfaction is our priority and by following the steps outlined above we are sure your complaint will be handled swiftly and to your satisfaction. If you are not happy with how your complaint is handled or the outcome of your complaint, you can refer the matter to The Society of Will Writers.