

Complaints Policy

1. Purpose of this Complaints Policy

- 1.1 CMR welcomes and encourages feedback of all kinds from our customers. If you have a Complaint about our services, our customer service, or about our employees or subcontractors, not only do we want to resolve it to your satisfaction but we also want to learn from it in order to improve our business and customer experience in the future.
- 1.2 It is our policy to resolve complaints quickly and fairly, where possible without recourse to formal investigations or external bodies.

2. What this Complaints Policy Covers

- 2.1 For the purposes of this Policy, any reference to CMR also includes our employees and subcontractors.
- 2.2 Complaints made under this policy may relate to any of our activities and may include (but not be limited to):
 - 2.2.1 The quality of customer service you have received from CMR;
 - 2.2.2 The behaviour and/or professional competence of our employees and subcontractors;
- 2.3 Under this policy the following are not considered to be Complaints:
 - 2.3.1 General questions about our services;
 - 2.3.2 Matters concerning contractual or other legal disputes;
 - 2.3.3 Formal requests for the disclosure of information, for example, under applicable legislation;

3. Making a Complaint

- 3.1 All complaints, should be made by email, addressed to the Partners and Co-founders, Kevin Cooper, Danny Moss and Neill Rutland at partners@cmr.london.
- 3.2 When making a complaint, you will be required to provide the following information in as much detail as is reasonably possible:
 - 3.2.1 Your name, address, telephone number and email address (We will contact you using your preferred contact method as your complaint is handled);
 - 3.2.2 If you are making a complaint about a particular employee or subcontractor of ours, the name and, where appropriate, position of that employee or subcontractor;
 - 3.2.3 Further details of your complaint including, as appropriate, all times, dates, events, and people involved;
 - 3.2.4 Details of any documents or other evidence you wish to rely on in support of your complaint;
 - 3.2.5 Details of what you would like CMR to do to resolve your complaint and to put things right. (Please note that whilst we will make every reasonable effort to accommodate such requests, we are not bound to take any action beyond that which we may be contractually or otherwise legally obliged to take.)

4. How We Handle Your Complaint

- 4.1 We will acknowledge receipt of your complaint upon receipt.
- 4.2 If your Complaint relates to a specific employee or subcontractor, that person will be informed of your complaint and given a fair and reasonable opportunity to respond.
- 4.3 If we require any further information or evidence from you, we will contact you as quickly as is reasonably possible to ask for it.
- 4.4 We aim to resolve complaints within 4 weeks, however in some cases, particularly if your complaint is of a complex nature, this may not be possible. If this is not possible for any reason you will be informed of the delay, the likely length of the delay and the reasons for it.
- 4.5 We will provide you with full details of our investigation, our conclusions from that investigation, and any action taken as a result

5. Confidentiality and Data Protection

- 5.1 All complaints and information relating thereto are treated with the utmost confidence. Such information will only be shared with those employees and subcontractors of CMR who need to know in order to handle your complaint.



- 5.2 We may ask for your permission to use details of your complaint (with your personal details removed) for internal training and quality improvement purposes. If you have given such permission, you may revoke it at any time by contacting any of the partners, at partners@cmr.london whose details are provided above in Section 3.1.
- 5.3 All personal information that we may collect (including, but not limited to, your name and address) will be collected, used and held in accordance with the provisions of UK data protection law (including but not limited to the UK GDPR, the Data Protection Act 2018, and the Privacy and Electronic Communications Regulations 2003) and your rights thereunder, as set out in our Privacy note available from [Privacy Statement - Cooper Moss Rutland LLP \(cmr.london\)](#).

