



# What to do if you have a complaint

## We're sorry to hear you have a complaint...

At SIS Ventures, we strive to treat everyone that we come into contact with, with a customer service and delivery that excels their expectations. We are continually looking to improve and value the feedback of our customers, potential customers and wider network.

We understand that sometimes things can go wrong. We value your opinion and, therefore, if you have a complaint about any aspect of the service you have received from us, please don't hesitate to contact us. We will try to resolve your complaint as quickly and amicably as possible.

### How to contact us

You can contact us by phone, email or letter.

- Please note, that complaints received from all stakeholders will be handled in the same prompt and professional manner as complaints received from our customers.

### How we deal with your complaint

We take complaints seriously, they are important to us and we need to learn so we can improve. We are committed to dealing with complaints objectively and promptly.

In line with our Complaints Policy, the below summarises how we deal with complaints:

- On receipt of your complaint, one of our objective complaint handlers will send you an acknowledgement that we have received your complaint.
- Your complaint will receive urgent attention and we will look into it promptly and impartially.
- Our aim is to send you our final or other response within three to five working days of receipt. If we are unable to get a response to you in three to five working days, we will keep you updated with when we expect to finalise matters. We will keep in regular contact with you while we deal with your complaint.
- In the unlikely event that we are unable to resolve your complaint by the end of the eighth week, we will give you the details of the Financial Ombudsman Service together with an explanatory leaflet. This will enable you, should you wish, to refer your complaint to the Ombudsman if you are dissatisfied with the result of your complaint or the way it has been handled.
- The option to refer your complaint to the Ombudsman will be available to you for six months following our final response.

### How you can contact us



**Call us on:**

0131 558 7760



**Email us at:**

[hello@socialinvestmentscotland.com](mailto:hello@socialinvestmentscotland.com)



**Write to us at:**

Social Investment Scotland

Playfair House

6 Broughton Street Lane

Edinburgh

EH1 3LY



# What to do if you have a complaint

## The Financial Ombudsman Service

The Financial Ombudsman Service is an independent organisation who sort out complaints between consumers and financial businesses who have been unable to settle it themselves.

Should we be unable to resolve your complaint in a timely manner, or if on receipt of our final response you are dissatisfied with the conclusions, you can refer your complaint to the Financial Ombudsman Service.

If you wish to contact the Financial Ombudsman Service in relation to your complaint, you must do so within six months of receiving our final response letter.

To find out more about the Financial Ombudsmen Service, please visit:

[www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)



You can contact the Financial Ombudsman Service by writing to:

The Financial Ombudsman Service  
Exchange Tower  
Harbour Exchange  
London  
E14 9SR

Alternatively, you can phone them on:  
0800 023 4567