

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

At Social Investment Scotland, 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.

### 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.
- We will look into your complaint promptly and impartially.
- You will receive a full response at the earliest opportunity. We will keep you updated with when we expect to finalise matters.
- 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 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