



## **SD INVESTMENTS AND MANAGEMENT IN-HOUSE COMPLAINTS PROCEDURE**

At [SD Investments and Management](#), we are committed to providing a professional service to all our tenants. However, we understand that occasionally things can go wrong. When that happens, we need you to let us know about it. Your feedback is essential to help us improve our standards and ensure a better experience for everyone.

### Reasonable Adjustments

We recognize that some tenants may face disadvantages due to various factors such as age, infirmity, disability, lack of knowledge, linguistic or numeracy challenges, economic circumstances, bereavement, or not speaking English as a first language. We will make reasonable adjustments to accommodate these needs whenever appropriate.

### How to Make a Complaint

If you have a complaint, please submit it in writing and email it to us to [Management@sdiam.co.uk](mailto:Management@sdiam.co.uk). Be sure to include as much detail as possible to help us understand the issue clearly.

### Complaint Process

Once your complaint is received, we will follow the steps outlined below:

1. **Acknowledgment**: We will send you a written acknowledgment of receipt of your complaint within 3 working days, along with a copy of this complaint procedure.
2. **Investigation**: Your complaint will be investigated by our management. They will review your complaint, and a formal written outcome of our investigation will be sent to you within 15 working days of receiving your original complaint.
3. **Further Review**: If you are not satisfied with our initial response, please contact us again. We will arrange for a separate review to be conducted by our senior management.
4. **Final Viewpoint**: We will respond to your request for a review within 15 working days, confirming our final viewpoint on the matter.
5. **External Review**: If you remain dissatisfied with our final viewpoint or if more than 8 weeks have passed since your complaint was first made, you may refer your complaint to The Property Ombudsman for an independent review at no cost to you.

**The Property Ombudsman  
33 The Clarendon Centre  
Salisbury Business Park  
Dairy Meadow Lane  
Salisbury  
SP1 2TJ  
admin@tpos.co.uk  
01722 333 306**

**www.tpos.co.uk**

**[www.tpos.co.uk/consumers/make-a-complaint](http://www.tpos.co.uk/consumers/make-a-complaint)**

If you wish to submit a complaint, it is essential that you do so within 12 months from the date of our final viewpoint. Please remember to include any evidence that supports your case when submitting your complaint to The Property Ombudsman.

Additionally, it is important to understand that The Property Ombudsman requires all complaints to be addressed through our in-house complaint procedure before they can be submitted for an independent review.