

## **COMPLAINTS PROCEDURE**

SJI Properties is committed to the highest standards of service, and we are bound by the Property Ombudsman's Code of Practice.

We understand that sometimes things can go wrong and if they do, we are committed to resolving problems as quickly as possible and with the minimum of inconvenience.

### **1. Making a complaint.**

In the first instance your complaint should be directed in writing to the local Branch Manager. Your complaint will be acknowledged within 3 working days. The branch will conduct a full and thorough investigation and a full written response will be sent within 15 working days.

### **2. If you remain dissatisfied.**

In the unlikely event that you are still dissatisfied then you may refer the matter to the Property Ombudsman at the following address:

The Property Ombudsman  
Milford House  
43-55 Milford Street  
Salisbury  
Wiltshire  
SP1 2BP  
Tel No.: 01722 333 306  
Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)  
Website: [www.tpos.co.uk](http://www.tpos.co.uk)

*Please note the following:*

*You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final*

*viewpoint letter, including any evidence to support your case.*

*The Property Ombudsman requires that all complaints are addressed through this in-house complaints*

*procedure, before being submitted for an independent review.*