

## Complaint Handling Procedure

sba property management prides itself on the service that it provides to its customers. However, it is recognized that from time to time problems occur that give rise to a customer making a complaint. In the interests of good customer service and to comply with regulatory requirements, sba property management has adopted the following procedure which will be followed in dealing with any complaint received:

1. We have appointed one of our directors, Tim Darwall-Smith, to deal with complaints. If you wish to make a complaint or have a query regarding a potential complaint, please do not hesitate to contact him via his contact details shown on our website.
2. If you have initially made your complaint verbally, whether face to face or on the telephone, please also make your complaint in writing addressed to the above named at the email address: [office@sbaproperty.com](mailto:office@sbaproperty.com).
3. Once we have received your written complaint we will make contact with you in writing within 7 days. At this stage we will give you our understanding of your case and will invite you to make any further comments that you may have or seek clarification in respect of any relevant matters.
4. Within 21 days of receipt of your written complaint, we will write to you to inform you of the outcome of our internal investigation into your complaint and let you know what actions, if any, we have taken or will take. If at this stage we are unable to conclude our investigations, we will advise you accordingly, with reasons, and confirm our anticipated timescale for conclusion.
5. If you are still not satisfied after the last stage of the in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made), then you can take the matter up with our approved consumer redress scheme without charge. Their details are:

Property Redress Scheme  
Premiere House, 1<sup>st</sup> Floor  
Elstree Way, Borehamwood  
Herts. WD6 1JH

tel: 0333 321 9418 / email: [info@theprs.co.uk](mailto:info@theprs.co.uk) / website: [www.theprs.co.uk](http://www.theprs.co.uk)



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