

SBK Property Consultants
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SBK Property Consultants Ltd Complaints Procedures

If you wish to report a less than satisfactory service, please follow the procedure below:

- Please email your complaint to Philip Charman, Director of SBK Property Consultants Ltd on pc@sbk4homes.co.uk. Alternatively, you can report your complaint verbally, either by visiting our office or by phone - details are listed above. Philip will acknowledge your complaint within 3 working days and the results of our investigations will be sent to you within 15 working days of receipt of the original complaint.
- If you are still dissatisfied, please write to Richard Faulkner, Managing Director of SBK Property Consultants Ltd at the address above. Richard will acknowledge your complaint within 3 days followed by a full response within 15 working days. This will include a written statement of the final review and details of The Property Ombudsman Scheme. This scheme is available for consumers to use if you remain unhappy with the outcome of your complaint.
- You can request a copy of The Property Ombudsman Consumer Guide from SBK, which also provides details of the scheme and when you can refer your complaint to them. You can find further details at:

www.tpos.co.uk or by phoning 01722 333306 or at the following address:
Milford House, 43-45 Milford Street, Salisbury, Wiltshire, SP1 2BP.

www.sbk4homes.com

Registered Office: 24 Park Road South, Havant, Hampshire, PO9 1HB

Registered in England No. 2122344

Directors: Richard Faulkner (Managing), Philip Charman, Penelope Faulkner (Company Secretary)

