

S&D Bookmakers – Complaints and Disputes Procedure

- 1) If you have a problem regarding any aspect of our service, we always try in the first instance to resolve the issue ‘face-to-face’. You should bring your query to our attention by speaking to a member of our premises/shop team at the time who will look to resolve your problem.
- 2) If the member of our premises/shop team is unable to resolve your problem, then you can contact our Head Office. You should do this in writing, sending your correspondence to:

S&D Bookmakers

Operator Address: 25 Ortongate Shopping Centre, Bushfields, Orton Goldhay, Peterborough, PE2 5TD

Telephone: 01733240691

Email enquiries: jeanette.sdbookmakers@gmail.com

- 3) We will then investigate your complaint in detail with the staff concerned and inform you in writing of our findings as soon as we can. We will do all we can to provide our final decision on your complaint to you within 8 weeks of receipt of your complaint, but we will aim to get back to you within 30 days
- 4) If your complaint is not resolved to your satisfaction, you may refer the matter to our independent adjudicator. The independent adjudicator’s contact details are:

Independent Betting Adjudication Service

3 More London Riverside

London

SE1 2RE

Telephone: 020 7347 5883

Email: ibasteam@ibas-uk.co.uk