The Administration aims to deliver high quality and professional services and to administer the Areas in an effective and impartial manner.

We recognise that on occasions, those having dealings with the Administration or who are affected by the actions of the Administration may wish to register a complaint. This note sets out the framework that we will use in dealing with such complaints. In all cases, our aim will be to establish the grounds for complaint and to deal with it to the complainant’s satisfaction if we can. Where we have got things wrong, an apology may be appropriate. We will also review our administrative procedures in the light of any complaint to identify any improvements we can make to help us do things better. The Administration also welcomes feedback on the standard of service it provides.

This framework does not affect your legal rights and in particular does not affect any rights you may have to make a complaint under procedures specifically provided for by legislation in force in the Areas.

Under this framework, the Administration can consider complaints of maladministration, or about the way in which the organisation has done something, or not done something it should have done. Examples of the type of complaint which can be investigated under the Complaints procedure include:

- delay or neglect in responding to enquiries or providing a service
- failure to follow the agreed policies, rules or procedures of the Administration
- rudeness, discrimination or unhelpfulness of officials.
- incorrect and/or misleading information and advice given by officials
- failure of officials to provide advice and information.

The following cannot be dealt with under the SBA Complaints Procedure:

- complaints which may be or already are the subject of court or tribunal proceedings
- complaints relating to the conduct of court proceedings
- complaints relating to contracts of employment with, or for the supply of goods and services to the Administration
- complaints relating to the military business of British Forces Cyprus.

In order to register your complaint, you should write or email the Administration setting out your complaint and including as much detail as you feel able in order for us to investigate it. Your letter should be addressed to the Chief Officer at HQSBAA, Episkopi, BFPO 53 or contact us on www.sbaadministration.org, making it clear that you wish to register a formal complaint.
When your complaint has been received, we will acknowledge receipt and will decide how best to investigate your complaint. Someone from the Administration Headquarters may need to visit you in order to discuss the detail of your complaint, or to gather more information. Ordinarily, we hope to be able to investigate and respond to complaints within 30 days of receipt, although in some cases, it can take longer. If we believe that it will take more than 30 days to investigate and respond to your complaint, we will advise you of this, and will keep you informed as to the progress of the matter.