

Complaints Handling Procedure

1. Should you wish to make a complaint regarding the company or a member of its staff, this guide explains the procedure to be adopted in handling your complaint.
2. Your complaint must be made in writing and addressed to R. E. A. Glaister, Director, Spalding & Co. Ltd, 2 Vine House, 3 Oak Street, Fakenham, Norfolk, NR21 9DX.
3. If your complaint relates to R. E. A. Glaister, your complaint must be made in writing and addressed to N. W. J. Glaister, Managing Director, Spalding & Co. Ltd, 2 Vine House, 3 Oak Street, Fakenham, Norfolk, NR21 9DX.
4. Upon receipt of your complaint, Spalding & Co. undertakes to acknowledge its receipt within 5 working days.
5. Spalding & Co. will respond to your complaint as speedily as possible, but in any event, will within 15 working days of receipt, have investigated your complaint. You will receive a letter from Spalding & Co. informing you of the result of the investigation and the action(s) taken by the company.
6. In the event that you, as a consumer, remain dissatisfied after you receive a response from the company, you may request your complaint be referred to the Property Redress Scheme, Premiere House, 1st Floor, Elstree Way, Borehamwood, WD6 1JH, email; info@theprs.co.uk, telephone; 0333 321 9418.

Complaints received from persons or organisations in a business capacity may be referred to the Centre for Effective Dispute Resolution (CEDR), 70 Fleet Street, London, EC4Y 1EU, email; info@cedr.com, telephone; 020 7536 6000.