

COMPLAINTS POLICY

At Hindmarch and Co we aim to provide the highest customer service that is possible to meet our customer's needs.

However, if you are unhappy with the service you have received, please report your complaint in writing with as much detail as possible either by email or post to the relevant site.

Grantham

Email richard@hindmarchandco.com

Post Hindmarch Grantham

Tollemache Road

Grantham

NG31 7UH

Stamford

Email diane@hindmarchandco.com

Post Hindmarch and Co Stamford Ltd

Uffington Road

Stamford

Lincs

PE9 3AA

All complaints will be taken seriously and will be logged.

You will receive an initial response within 3 business days.

We will aim to investigate thoroughly and give a reply within 10 business days detailing the next steps.

We will do our best to resolve any complaints quickly, fairly and consider all the information available to us.