



1. Objective of the Policy

Rural Livestock Limited seeks to provide you with a high quality service. We value complaints as they assist us to identify any issues with our services and improve our performance. We are committed to being responsive to the needs of our current and potential customers, and to resolving your complaint as quickly as possible.

This policy has been designed to provide guidance to our current and potential customers on how Rural Livestock Limited manages complaints. We are committed to being consistent, fair, and impartial in handling all complaints.

The objective of this policy is to ensure that:

- you are aware of our complaint lodgement and handling process,
- you understand our complaint handling process,
- your complaint is investigated impartially with a balanced view of all information and evidence,
- we take all reasonable steps to protect your personal information,
- your complaint is considered on its merits with regard to individual circumstances and needs.

2. Definition of a complaint

In this Policy, a complaint means an expression of dissatisfaction by a current or potential customer relating to services provided by us.

3. How to make a complaint

If you are dissatisfied with a service provided by us you should, in the first instance, consider speaking directly to your livestock agent or the staff member(s) you have been dealing with. If you are uncomfortable with this, or believe that the relevant staff member would not be able to address your concerns, you can lodge a complaint with us by:

- completing a customer complaint form on our website www.rurallivestock.co.nz
- phoning us on +64 03 348 1040
- e-mailing us at rll@rll.co.nz
- writing to us at PO Box 8669, Riccarton, Christchurch 8440
- speaking to any of our administration staff.

If we receive your complaint verbally, and consider it appropriate, we may ask you to put your complaint in writing.

4. Information you will need to tell us

When investigating your complaint, we will rely on information provided by you and the information we may already hold. To help us investigate your complaint quickly and efficiently, we will need the following:

- your name and contact details,
- the name of the stock agent or staff member you have been dealing with,
- the nature of your complaint,
- details of any steps you have already taken to resolve the issue,
- details of conversations you may have had with us relevant to your complaint,
- copies of any documentation relevant to your complaint.

5. Help with making a complaint

The person receiving or managing your complaint should be able to provide you with any assistance you need in making your complaint. However, if you need further assistance, please contact:

RLL Privacy Officer

Stephen McCormick

+64 03 348 1040

stephen.mccormick@rll.co.nz

6. Recording of complaints

When taking a complaint, we will record:

- your name and contact details,
- all details of your complaint, including the facts and causes of the complaint, the outcome, and any actions taken following the investigation of the complaint,
- all dates and times relating to any communications between us and any actions taken to resolve your complaint.

As part of continuous improvement, all complaints will be monitored by management for any identifiable trends so that remedial action can be taken.

When you lodge a complaint, we will record your personal information solely for the purpose of investigating and resolving your complaint. Your personal information will be protected from disclosure, unless you expressly consent to such disclosure.

7. Our feedback to you

Rural Livestock Limited endeavours to resolve complaints at the first point of contact. However, where this is not possible, a more formal complaints process will be followed.

We will acknowledge the receipt of your complaint within five working days and are committed to resolving your complaint within 15 working days. Where this is not possible, we will inform you of the reason for the delay and specify the date by which we should be able to resolve your complaint.

During the initial investigation of your complaint, we may need to contact you to clarify certain aspects of the complaint and/or request additional documentation. We will explain the reasons for seeking additional information and provide you with feedback on the status of your complaint. Upon receipt of the requested information, we will advise you as to when we expect to complete the investigation of your complaint.

Once we have fully investigated your complaint, we will inform you of our findings and any action we have taken to remedy the situation. We will advise you of our findings in writing, unless it was mutually agreed that the feedback be provided verbally.

8. When you complain about one of our employees

If you complain about a member of our staff, we will treat your complaint confidentially, impartially, and equitably. We will investigate your complaint thoroughly by finding out the relevant facts, speaking with the relevant people, and verifying explanations where possible. We will also treat our staff member fairly by:

- informing them about any complaint about their performance,
- providing them with an opportunity to explain the circumstances,
- providing them with appropriate support,
- informing them of the progress of the investigation and the findings.

9. Escalating your complaint

If you are dissatisfied with how your complaint has been handled, or with the outcome of our investigation, you can ask us to escalate it. We will re-investigate your complaint and inform you of our findings. If you are dissatisfied with the outcome of the second investigation, you can request us to refer your complaint for independent review.

1. Complaints under investigation by a regulatory authority

If your complaint is currently under investigation by a regulatory authority, we may cease to take further action in relation to your complaint pending completion of their investigation. We will assist any regulatory authority with their investigation.