

# CORNTHWAITE GROUP: Customer Complaints Policy

## 1. INTRODUCTION

- 1.1 Cornthwaite Group is the trading name of the Cornthwaite Group of companies, which includes Cornthwaite Agricultural Limited and all other companies within the Cornthwaite group of companies whose registered address is Hall Lane, Bispham Green, Ormskirk, Lancashire, L40 3SB. Unless expressly specified, all Company policies are applicable to the group of companies, and reference to 'The Company', 'The Group' and 'The Employer' are used interchangeably to mean the Cornthwaite group of companies.
- 1.2 This policy is designed to ensure that customer complaints are handled promptly, fairly, and professionally. If we fail to deliver the standard of customer service you expect, please contact us so that we can understand how your complaint may be rectified. We value the time taken, and the feedback provided as this will help us to understand areas where we can consider improving our interactions, products and services and retain our valued relationships with our customers.

## 2. SCOPE

- 2.1 This policy applies to all customer complaints related to our dealership operation. The Customer Complaints Policy applies where a customer has reason to raise a complaint in relation to an experience with us.

## 3. COMMITMENT

- 3.1 We endeavor to ensure all our customers will be content with our customer service interactions, however, should a customer have reason to complain, we commit to address a complaint supporting the following stages:
- (a) To treat all complaints seriously and with respect
  - (b) To resolve complaints quickly and effectively
  - (c) To communicate transparently during the resolution process
  - (d) To use complaint outcomes to improve our services

## 4. HOW TO RAISE A COMPLAINT

- 4.1 Please email your complaint to [feedback@cornthwaitegroup.com](mailto:feedback@cornthwaitegroup.com).
- 4.2 Please do not contact us via social media if you wish to raise a complaint. Complaints will not be addressed on these platforms.
- 4.3 **Step 1 – Contact us:** If you have a concern, please firstly raise this with us.
- 4.4 **Step 2 - What you will need to provide:** To help us investigate and try and resolve your complaint, please provide us with the following information:
- (a) Your name and address together with details of how we can contact you;
  - (b) a clear description of your complaint;
  - (c) details of what you would like us to do to rectify the situation;
  - (d) and, if appropriate, copies of any relevant supporting documentation.

## **5. COMPLAINT HANDLING PROCESS**

- 5.1 **Acknowledgment** – We will acknowledge the complaint within 5 business days.
- 5.2 **Investigation** – A designated member of our Team will investigate the issue.
- 5.3 **Resolution** – We aim to resolve most complaints within 15 business days. If more time is needed, we'll inform you.
- 5.4 **Outcome** – Customers will be informed of the resolution in writing.

## **6. ESCALATION**

- 6.1 We may not always provide the answer you are looking for, but we'll make sure we offer a clear explanation for our decision.
- 6.2 If you are dissatisfied with our response, or we have not provided our final response within 8 weeks of receiving the complaint, you can escalate the complaint to senior management or ask to refer the matter to a director.

## **7. COMPLAINT RECORDS**

- 7.1 All complaints and their outcomes are documented and reviewed regularly to help us identify trends and improve.

## **8. THE FINANCIAL OMBUDSMAN SERVICE**

- 8.1 For the sale of a finance agreement, if you remain dissatisfied with our response you may have the right to refer the complaint to the Financial Ombudsman Service. Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)