

West Country Rural Ltd – Complaints Procedure

1. Purpose

We aim to provide excellent service and handle any complaints promptly, fairly, and transparently.

2. How to Make a Complaint

If you have a complaint, please contact us via one of the following:

- **Email:** lizzie@westcountryrural.co.uk
- **Phone:** 01837 500237
- **Post:** The Hay Loft, West Nymph Farm, South Tawton, Okehampton EX20 2RJ

Please include:

- Your name and contact details
- Details of the complaint (including dates and any supporting information)

3. Acknowledgement

We will acknowledge your complaint within **5 working days** and your complaint will be included within the firm's complaints log.

4. Investigation

- Your complaint will be reviewed by the Managing Director.
- We aim to resolve complaints within **14 working days**.
- If more time is needed, we will keep you informed.

5. Outcome

You will receive a written response explaining:

- What we found
- Any actions taken
- What to do if you are not satisfied

6. Escalation

If you are unhappy with the outcome, you can escalate to The Property Ombudsman via the below link;

www.tpos.co.uk/consumers/make-a-complaint/

7. Confidentiality

All complaints will be handled confidentially and in line with data protection laws.