



What should you do if something goes wrong?

We welcome complaints so if you have a problem, concern, or complaint about any part of our service, please tell us about it.

In the first instance we invite you to discuss it with our staff member at the saleyard. If it remains unresolved, we have an Internal Complaints Process designed to efficiently handle these issues.

Please contact:

The Financial Controller

Hugh Green Group

PO Box 12-443, Penrose, Auckland 1642

09 622 3800

enquiries@hgg.co.nz

Please ensure you have the word "Complaint" in the subject line.

When we receive a complaint, we will attempt to resolve it promptly and will keep you fully informed during the process. We aim to:

- acknowledge receipt of your complaint within two working days
- contact you within five working days from date of receipt of complaint
- provide you with our final response / resolution within 2 months from date of receipt of the complaint.

Thank you

Livestock Mart Auctions Limited

(A member of the Hugh Green Group of companies)





Making a Formal Complaint

Name:	_____
Company:	_____
Address:	_____ _____ _____
Phone:	_____
Mobile phone:	_____
Email:	_____

Preferred method of contact:

- Postal mail
- Email
- Phone
- Mobile phone

Signature: _____

- There are other documents attached to this complaint
- There are original documents attached to this complaint that I would like returned