Central Livestock Ltd, PO Box 304, Taupo 3351, New Zealand
P: 07 378 3834 FP: 0800 833 834 E: office@centrallivestock.co.nz
www.centrallivestock.co.nz

NAIT Complaints about the service provided by Central Livestock Ltd (CLL)

If you're not happy with the NAIT service you've received from CLL, please let us know.

Use our resolution process for feedback and complaints about:

- an enquiry you've made.
- how we have carried out the NAIT process
- a situation where you feel we didn't communicate with you clearly.
- a situation where you believe you weren't treated with courtesy or respect.

How to complain - You can contact us via phone, email or letter:
0800 833834
office@centrallivestock.co.nz OR
Central Livestock Limited
PO Box 304
TAUPO 3351

Please include:

- your name, phone number and email address*
- your company name, if applicable
- NAIT Number(s)

Timeframes for resolving complaints.
When we receive complaints, we aim to:

- acknowledge complaints within 24 hours.
- respond to complaints within 5 working days.

If you have more than one complaint, or your complaint is about more than one issue, we may need more time. If this happens, we'll let you know.

What we need from you
It'll make it easier for us to resolve your complaint if you:

- clearly identify the nature of the complaint
- provide any extra information we ask for.
- act honestly and treat us with courtesy and respect - we'll do the same for you

* We will use the personal information you give us to correspond with you in relation to your complaint. We generally do not share your personal information unless it's necessary for the purpose for which you gave us the information (to fully and fairly investigate your complaint). We will not use it for any other purpose or disclose it except, in exceptional situations, for other reasons permitted under the Privacy Act 1993 or if – in rare instances – we were required by law (for example, to investigate a criminal offence).