



Pinkmead Farm, Botley Road, Curbridge, Southampton SO30 2HA  
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### **Pinkmead Farm customer complaints procedure**

We always try our best to accommodate the needs of our customers here at Pinkmead Farm, however if you are not happy with the service you have received, you have the right to complain and receive a response to your complaint.

Please be assured we take any customer complaint extremely seriously and it is important that if you are unhappy, you let us know as quickly as possible, so we are able to speak to any witness or people involved with an aim of resolving your complaint.

If you would like to make a formal complaint, please put this in writing to the manager Mandi Rowe ([mandi@pinkmead.co.uk](mailto:mandi@pinkmead.co.uk)) where any concerns will be treated confidentially.

Please include as much detail as you possibly can, such as dates, times, any witnesses complaint can be take place. We aim to respond to any formal complaints within 14 working days.