COMPLAINTS PROCEDURE

The New Forest & Hampshire County Show

At The New Forest Agricultural Show, we are committed to providing all our visitors with the highest standards of service. Sometimes things may not go to plan, and we may not meet your expectations. If this happens, please let us know within five days of the end of the show so we can investigate while details are still fresh.

How to Raise a Complaint

You can raise a complaint by contacting us using any of the methods below:

By post - Contact Details:

Customer Care Team

The New Forest Agricultural Show

New Park

Brockenhurst

SO42 7QH

Online: Feedback & Complaints

Information Required

- Booking name, reference number, phone number, and email address

- A full description of the issue, including how and when it occurred

- How the issue affected you

- What resolution you feel would be appropriate

How We Handle Complaints

We acknowledge all complaints within two business days. We aim to fully investigate all complaints within 15 working days in a fair, transparent, and professional manner. Our response will outline our findings and any actions we consider appropriate.

Escalation

If you remain dissatisfied with our initial response, your complaint will be referred to the relevant senior person within the organisation. It will be investigated further, and a definitive response provided within ten working days. While escalation may not change the original outcome, we are committed to addressing your concerns thoroughly.

Further escalation is only permitted in exceptional circumstances, which can be explained on request.

We value all feedback and are committed to continuously improving our services. All information provided will be handled in accordance with our privacy policy.

The New Forest & Hampshire County Show • New Park • Brockenhurst • Hampshire • SO42 7QH
E: info@newforestshow.co.uk T: 01590 622400 W: www.newforestshow.co.uk

The New Forest & Hampshire County Show helps raise funds to support the New Forest Agricultural Show Society and other local and national charitable organisations. The New Forest Agricultural Show Society is a registered charity & a private company limited by guarantee.
The New Forest Agricultural Show Society • Charity Number: 1004255 • Company Number Registered in England & Wales: 02646090