



West Country Milk Consortium Ltd
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ESCALATION PROCESS

CUSTOMER GENERAL

In the event of any service related issue please contact our main call centre number on:

Telephone - 0844 880 5410

Our offices are open from 8am to 4pm Monday to Friday and 8am to 12pm on Saturday.

There is an 'out of hours' answerphone service where you may leave a message. We will return your call once your message is retrieved during the next office hours.

Should you have any concerns with the response you have received your query can be escalated to the Customer Service Manager:

Peter Hubbard
07966 555818
pete@wcmilk.co.uk

or your Account Manager

NAME
E-MAIL
MOBILE

