

COMPLAINT POLICY

BRANCHING OUT TREE
SURGERY LANDSCAPING AND
GARDENING LTD



COMPLAINT POLICY

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COMPLAINT POLICY

INTRODUCTION

At Branching out tree surgery landscaping and gardening ltd, we are committed to delivering high-quality tree surgery, landscaping, gardening, vegetation management, and fencing services throughout Denbighshire and the surrounding areas. We value the trust our customers place in us and strive to provide a professional, reliable, and courteous service on every project.

The purpose of this Complaints Policy is to establish a clear, fair, and transparent process for receiving, investigating, and resolving complaints. We recognise that, despite our commitment to high standards, concerns or issues may occasionally arise. When they do, we are committed to listening carefully, responding promptly, and working collaboratively with our customers to achieve an appropriate and satisfactory resolution.

We are dedicated to handling all complaints fairly, consistently, and without unnecessary delay. Every complaint is treated with respect, impartiality, and confidentiality, ensuring that each concern is assessed on its individual merits. We view customer feedback, including complaints, as an opportunity to improve our services, strengthen our business practices, and enhance the overall customer experience.

This policy demonstrates our commitment to accountability, continuous improvement, and maintaining the high standards of service expected by our customers and stakeholders.

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SCOPE OF THE POLICY

This Complaints Policy applies to all services provided by Branching out tree surgery landscaping and gardening ltd and outlines the process for managing complaints in a fair, transparent, and consistent manner.

The policy applies to:

- ❖ All customers, clients, and service users who have received or requested services from the Company.
- ❖ All employees, contractors, and representatives acting on behalf of the Company who are responsible for delivering services or interacting with customers.

This policy covers complaints relating to, but not limited to:

Tree Surgery Services : including tree pruning, felling, crown reduction, stump removal, hedge maintenance, and other arboricultural works.

Landscaping Works : including hard and soft landscaping projects, ground preparation, planting, paving, turfing, and related outdoor improvement works.

Gardening Services : including routine garden maintenance, lawn care, hedge trimming, seasonal work, and general garden management.

Vegetation Management : including vegetation clearance, site maintenance, invasive plant control, and related environmental management services.

Fencing Installation and Repair : including the supply, installation, replacement, and repair of domestic, commercial, and agricultural fencing.

Customer Service : including the professionalism, conduct, and responsiveness of our employees and representatives.

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Communication : including enquiries, quotations, appointments, updates, and correspondence throughout the delivery of our services.

Workmanship : including concerns regarding the quality, standard, completion, or performance of services provided.

Billing and Invoicing : including quotations, pricing, invoices, payment requests, and any related financial matters.

This policy does not apply to matters that are outside the Company's control, including delays caused by adverse weather conditions, access restrictions imposed by third parties, utility interruptions, or other unforeseen circumstances. It also does not replace or limit any statutory rights available to customers under applicable UK consumer protection legislation.

OUR COMMITMENT

Branching out tree surgery landscaping and gardening ltd is committed to delivering high-quality tree surgery, landscaping, gardening, vegetation management, and fencing services, supported by excellent customer service. We recognise that, on occasion, concerns may arise, and we view complaints as an opportunity to resolve issues fairly and improve the services we provide.

In handling complaints, we are committed to:

- ❖ Listening to our customers by giving every concern careful consideration and ensuring all relevant information is taken into account before reaching a decision.
- ❖ Treating every complaint seriously by investigating each matter fairly, impartially, and without prejudice, regardless of its nature or complexity.
- ❖ Responding professionally and respectfully by communicating in a courteous, transparent, and timely manner throughout the complaints process.

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- ❖ Seeking fair and practical resolutions by working with customers to achieve reasonable outcomes that are appropriate to the circumstances and consistent with our contractual and legal obligations.
- ❖ Using feedback to improve our services by reviewing complaints to identify trends, strengthen our procedures, enhance workmanship, and improve the overall customer experience.

Our aim is to resolve complaints promptly, maintain positive relationships with our customers, and continually improve the quality, reliability, and professionalism of the services we deliver.

WHAT IS A COMPLAINT?

Definition of a Complaint

A complaint is any expression of dissatisfaction made by a customer, client, supplier, or other stakeholder regarding the services, workmanship, conduct, communication, or business practices of Branching out tree surgery landscaping and gardening ltd, where a response or resolution is expected.

Complaints may be raised verbally or in writing and will be treated seriously, fairly, and impartially. We are committed to investigating all complaints promptly and taking appropriate action to resolve legitimate concerns in a professional and respectful manner.

Examples of Complaints

Complaints covered by this policy may include, but are not limited to:

- ❖ The quality or standard of completed tree surgery, landscaping, gardening, vegetation management, or fencing work.
- ❖ Delays in carrying out agreed works or failure to meet scheduled appointments without reasonable notice.
- ❖ Concerns regarding the conduct, professionalism, or behaviour of our employees or contractors.
- ❖ Poor communication before, during, or after the delivery of our services.
- ❖ Damage to property or belongings alleged to have occurred during the provision of our services.

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- ❖ Disputes relating to quotations, invoices, or charges.
- ❖ Failure to deliver services in accordance with an agreed quotation, contract, or specification.
- ❖ Health and safety concerns arising from our operations.
- ❖ Any other matter where a customer believes the service provided has fallen below a reasonable standard.

Each complaint will be assessed on its individual circumstances and investigated in accordance with this policy.

Matters Not Covered by This Policy

This policy does not apply to matters that are beyond the reasonable control or responsibility of Branching out tree surgery landscaping and gardening ltd. These include, but are not limited to:

- ❖ Delays or disruption caused by severe weather conditions, flooding, high winds, or other adverse environmental circumstances that make work unsafe or impractical.
- ❖ Changes to project timescales resulting from circumstances outside the Company's control, including supplier shortages or emergency works.
- ❖ Customer dissatisfaction arising from changes requested after work has commenced where such changes affect the agreed scope, cost, or completion date.
- ❖ Issues resulting from inaccurate, incomplete, or misleading information provided by the customer.
- ❖ Damage or deterioration caused by factors outside our control after work has been completed, including natural growth, disease, pest infestation, or extreme weather.
- ❖ Complaints relating solely to pricing where a written quotation or agreed contract has been accepted prior to the commencement of work.
- ❖ Matters that are currently the subject of legal proceedings, insurance claims, or investigations by external authorities.

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HOW TO MAKE A COMPLAINT

Branching out tree surgery landscaping and gardening ltd is committed to making the complaints process as accessible and straightforward as possible. If you are dissatisfied with any aspect of our services, we encourage you to raise your concerns with us promptly so that we can investigate and work towards a fair resolution.

Complaints may be submitted through any of the following methods:

- ❖ Telephone: Contact our office using the company telephone number during normal business hours.
- ❖ Email: Send your complaint to our designated company email address.
- ❖ Written Correspondence: Submit a written complaint by post to our registered business address.
- ❖ In Person: Where appropriate, concerns may be discussed directly with a company representative or the Company Director.

To enable us to investigate your complaint efficiently, please provide the following information where applicable:

- ❖ Your full name.
- ❖ Your telephone number and/or email address.
- ❖ The address of the property where the work was carried out (if applicable).
- ❖ A clear and detailed description of the issue or concern, including relevant dates and the services provided.
- ❖ Details of the outcome or resolution you are seeking.
- ❖ Copies of any supporting documentation, including photographs, quotations, invoices, correspondence, or other evidence that may assist with our investigation.

Providing complete and accurate information will help us assess your complaint promptly and ensure that it is handled fairly and effectively. If additional information is required during our investigation, w

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COMPLAINT HANDLING PROCESS

Branching out tree surgery landscaping and gardening ltd is committed to handling all complaints in a fair, transparent, and timely manner. The following process outlines the steps we take to investigate and resolve customer concerns.

Receipt and Acknowledgement of Complaint

Upon receiving a complaint, we will record the details and acknowledge receipt as soon as reasonably practicable. Complaints may be submitted by telephone, email, in writing, or in person.

The acknowledgement will confirm that the complaint has been received, outline the next steps in the process, and provide an estimated timeframe for our investigation and response.

Investigation

A thorough and impartial investigation will be undertaken by the Company Director or an authorised representative.

The investigation may include:

- ❖ Reviewing relevant documents, quotations, invoices, and correspondence.
- ❖ Inspecting the completed work where necessary.
- ❖ Discussing the matter with the employees or contractors involved.
- ❖ Requesting additional information or evidence from the customer, where appropriate.
- ❖ Assessing whether the services provided met the agreed specification and expected standards of workmanship.

Every effort will be made to establish the facts objectively before a decision is reached.

Communication with the Customer

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We will keep the customer informed throughout the investigation process and provide updates where necessary, particularly if additional time is required to complete our review.

Our communication will be clear, courteous, and transparent, ensuring the customer understands the progress of their complaint and has the opportunity to provide any further relevant information.

Resolution

Following completion of the investigation, we will communicate our findings and, where appropriate, propose a fair and reasonable resolution.

Depending on the circumstances, the resolution may include:

- ❖ Providing an explanation or clarification.
- ❖ Offering an apology where service standards have not been met.
- ❖ Arranging for remedial work or corrective action.
- ❖ Agreeing an appropriate refund or partial refund where justified.
- ❖ Implementing other reasonable measures to resolve the matter and maintain customer satisfaction.

Our objective is to resolve complaints promptly while ensuring outcomes are fair to both the customer and the company.

Case Closure

Once an agreed resolution has been implemented, the complaint will be formally closed.

A record of the complaint, the investigation undertaken, the outcome, and any corrective actions will be securely retained in accordance with the Company's record retention procedures and applicable data protection legislation.

Where appropriate, lessons learned from complaints will be used to improve our services, customer experience, and operational practices.

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RESPONSE TIMES

Branching out tree surgery landscaping and gardening ltd is committed to handling all complaints promptly, fairly, and transparently. While the time required to resolve a complaint may vary depending on its complexity, we aim to meet the following service standards.

Acknowledgement of Complaints

All complaints will be acknowledged within two (2) working days of receipt. The acknowledgement will confirm that the complaint has been received, outline the next steps in the process, and provide the name or position of the person responsible for managing the complaint.

Investigation Timeframe

An initial investigation will commence as soon as reasonably practicable following acknowledgement. We aim to complete our investigation within ten (10) working days, during which we may:

- ❖ Review relevant documentation and records.
- ❖ Discuss the matter with employees or contractors involved.
- ❖ Conduct a site visit where necessary.
- ❖ Contact the complainant if additional information or clarification is required.

Resolution Timeframe

We aim to provide a full written response and, where appropriate, a proposed resolution within fifteen (15) working days of receiving the complaint. Depending on the circumstances, the resolution may include an explanation, corrective action, remedial work, or another appropriate outcome.

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Delays and Progress Updates

Where a complaint cannot be resolved within the stated timeframe due to its complexity, the need for further investigation, adverse weather conditions affecting site inspections, or factors beyond our reasonable control, we will keep the complainant informed.

We will provide:

- ❖ An explanation for the delay.
- ❖ An update on the progress of the investigation.
- ❖ A revised estimated timeframe for reaching a final decision.

Branching out tree surgery landscaping and gardening ltd is committed to maintaining open and transparent communication throughout the complaints process and will make every reasonable effort to resolve complaints as efficiently as possible while ensuring a fair and thorough investigation.

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POSSIBLE OUTCOMES

Following a thorough investigation, Branching out tree surgery landscaping and gardening ltd will determine the most appropriate and proportionate resolution based on the circumstances of the complaint. Possible outcomes may include one or more of the following:

Explanation: Providing a clear and detailed explanation of the findings, including the reasons for any decisions made or actions taken.

Apology: Offering a sincere and professional apology where our investigation identifies that our service or communication has fallen below the standards expected.

Rectification of Work: Arranging for remedial work to correct any verified defects, omissions, or issues arising from services carried out by the Company, at an agreed date and time where appropriate.

Site Re-Inspection: Conducting a further visit to the customer's property to assess the reported issue, review the completed work, and determine the most appropriate course of action.

Partial or Full Refund: Where justified by the findings of the investigation and in accordance with the terms of the service agreement, a partial or full refund may be offered.

Alternative Resolution: Implementing any other fair and reasonable remedy deemed appropriate to resolve the complaint, taking into account the nature of the issue, contractual obligations, and the interests of both the customer and the Company.

Branching out tree surgery landscaping and gardening ltd is committed to resolving complaints in a fair, impartial, and timely manner. Every complaint is assessed on its own merits, and any resolution offered will reflect the specific circumstances of the case while ensuring compliance with applicable laws and our commitment to delivering high-quality services.

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ESCALATING A COMPLAINT

Branching out tree surgery landscaping and gardening ltd is committed to resolving complaints fairly, promptly, and to the satisfaction of our customers. If a customer is dissatisfied with the outcome of their complaint or believes that it has not been handled appropriately, they may request that the matter be escalated for further review.

Internal Review

Upon request, the complaint will be referred to the Company Director for an independent internal review. The Director will:

- ❖ Review all relevant information, correspondence, and evidence relating to the complaint.
- ❖ Assess whether the complaint has been handled in accordance with this policy and the company's procedures.
- ❖ Consider any additional information provided by the customer.
- ❖ Make a final decision and communicate the outcome in writing, including the reasons for the decision and any further action, where appropriate.

The Company Director aims to complete the internal review within 10 working days of receiving the escalation request. Where additional time is required due to the complexity of the matter, the customer will be informed of the reasons for the delay and provided with an updated timeframe.

Independent Advice or Mediation

Where a complaint cannot be resolved through the company's internal complaints procedure, both parties may agree to seek independent advice or engage in an appropriate form of mediation to help achieve a mutually acceptable resolution. Participation in mediation is voluntary and will be considered where it is proportionate to the nature of the dispute.

Customer's Legal Rights

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Nothing in this Complaints Policy limits or affects a customer's statutory or legal rights. Customers remain entitled to seek independent legal advice or pursue any other remedies available to them under applicable law if they are dissatisfied with the outcome of the company's complaints process.

Record Keeping

Branching out tree surgery landscaping and gardening ltd is committed to maintaining accurate, complete, and confidential records of all complaints received. Effective record keeping enables the Company to monitor complaint trends, ensure consistency in complaint handling, demonstrate accountability, and identify opportunities for continuous improvement.

Recording Complaints

All complaints, whether received verbally, in writing, by telephone, email, or through other communication channels, will be recorded promptly. Each complaint record will include, where applicable:

- ❖ The complainant's name and contact details.
- ❖ The date the complaint was received.
- ❖ A summary of the complaint.
- ❖ The services or work involved.
- ❖ The employee or team responsible for the work, where relevant.
- ❖ Any supporting evidence provided, including photographs, correspondence, or other documentation.

Investigation Records

Comprehensive records will be maintained throughout the investigation process. These may include:

- ❖ Details of the investigation undertaken.
- ❖ Site inspections and observations.
- ❖ Statements or information obtained from employees or contractors.
- ❖ Copies of correspondence with the complainant.
- ❖ Relevant documentation, quotations, contracts, invoices, and photographs.
- ❖ Findings and conclusions reached during the investigation.

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Actions Taken

A record will be maintained of all actions taken to resolve the complaint, including:

- ❖ Corrective or remedial work completed.
- ❖ Explanations or responses provided to the complainant.
- ❖ Any agreed settlement or resolution.
- ❖ Dates of communications and follow-up actions.
- ❖ The final outcome and date the complaint was closed.

Retention of Complaint Records

Complaint records will be retained only for as long as necessary to fulfil their purpose, comply with legal and regulatory obligations, and protect the Company's legitimate business interests. At the end of the applicable retention period, records will be securely deleted or destroyed in accordance with the Company's data retention procedures.

Confidentiality

All complaint records will be treated as confidential and handled in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. Access to complaint information will be restricted to authorised personnel who require the information to investigate, manage, or resolve the complaint. Personal information will not be disclosed to third parties unless required by law or where disclosure is necessary to resolve the complaint.

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CONTINUOUS IMPROVEMENT

Branching out tree surgery landscaping and gardening ltd recognises that customer feedback and complaints provide valuable opportunities to improve our services, processes, and overall customer experience. We are committed to using the outcomes of complaint investigations to strengthen our operations and maintain high standards of workmanship and professionalism.

To support continuous improvement, we will:

Learn from Complaints: Analyse complaints to identify recurring issues, underlying causes, and opportunities to prevent similar concerns from arising in the future.

Review Procedures: Regularly evaluate our operational procedures, customer service practices, and internal processes to ensure they remain effective, efficient, and aligned with industry best practice.

Provide Staff Training: Where appropriate, provide additional guidance, coaching, or training to employees to address identified areas for improvement and reinforce high standards of service delivery.

Enhance Customer Service and Workmanship: Implement practical improvements that promote clear communication, reliable service, quality workmanship, and customer satisfaction across all aspects of our tree surgery, landscaping, gardening, vegetation management, and fencing services.

By fostering a culture of accountability and continuous improvement, Branching out tree surgery landscaping and gardening ltd aims to build lasting customer relationships, maintain public confidence, and deliver services that consistently meet or exceed customer expectations.

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RESPONSIBILITIES

Company Director

The Company Director has overall responsibility for the effective implementation and oversight of this Complaints Policy. This includes ensuring that all complaints are handled fairly, consistently, and in a timely manner. The Director is responsible for:

- ❖ Promoting a customer-focused approach to complaint handling.
- ❖ Ensuring complaints are acknowledged, investigated, and resolved appropriately.
- ❖ Reviewing complaints that require escalation or involve significant concerns.
- ❖ Ensuring corrective actions are implemented where necessary to improve service quality.
- ❖ Maintaining confidential records of complaints and their outcomes.
- ❖ Monitoring complaint trends to identify opportunities for continuous improvement.
- ❖ Ensuring compliance with all applicable legal and regulatory requirements.

Employees and Contractors

All employees and contractors are expected to contribute to the effective resolution of customer complaints by acting professionally and cooperatively at all times. Their responsibilities include:

- ❖ Treating customers with courtesy, respect, and professionalism.
- ❖ Reporting any complaint received to the Company Director or designated manager without unnecessary delay.
- ❖ Providing accurate and factual information to support complaint investigations.
- ❖ Cooperating fully with any internal investigation.
- ❖ Implementing agreed corrective actions where required.
- ❖ Maintaining the confidentiality of customer information throughout the complaints process.
- ❖ Using feedback from complaints to improve individual performance and the quality of services provided.

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Customer Responsibilities During the Complaint Process

To enable complaints to be investigated and resolved efficiently, customers are encouraged to:

- ❖ Raise concerns as soon as reasonably practicable after the issue arises.
- ❖ Provide clear and accurate details of the complaint, including relevant dates, locations, and supporting evidence where available.
- ❖ Cooperate with reasonable requests for additional information or site inspections.
- ❖ Allow the Company a reasonable opportunity to investigate and, where appropriate, rectify the matter before seeking alternative remedies.
- ❖ Communicate respectfully with Company representatives throughout the complaint process.

Branching out tree surgery landscaping and gardening ltd is committed to working collaboratively with customers to achieve fair, reasonable, and timely resolutions wherever possible.

CONFIDENTIALITY

Branching out tree surgery landscaping and gardening ltd is committed to maintaining the confidentiality and security of all information provided during the complaints process. Personal information will be handled with the utmost care and used solely for the purpose of investigating, managing, and resolving complaints.

Protecting Customer Information

All personal information submitted as part of a complaint, including names, contact details, property information, photographs, correspondence, and any supporting documentation, will be processed fairly, lawfully, and only for legitimate business purposes. Access to this information is restricted to authorised personnel who require it to investigate and resolve the complaint.

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Secure Handling of Complaint Records

Complaint records will be maintained in a secure manner, whether in electronic or paper format. Appropriate technical and organisational measures are implemented to safeguard information against unauthorised access, disclosure, alteration, loss, or destruction. Complaint records will be retained only for as long as necessary to fulfil the purpose for which they were collected, or to meet legal, regulatory, or business record-keeping requirements, after which they will be securely disposed of.

Compliance with Data Protection Legislation

Branching out tree surgery landscaping and gardening ltd processes all personal information in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. Individuals have the right to access, rectify, or request the deletion of their personal information, subject to applicable legal obligations and exemptions. Any personal data obtained during the complaints process will not be disclosed to third parties unless required by law, necessary for the investigation of the complaint, or with the individual's consent.

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POLICY REVIEW

Branching out tree surgery landscaping and gardening ltd is committed to ensuring that this Complaints Policy remains effective, relevant, and compliant with current legislation, industry standards, and best business practices.

Review Frequency

This policy will be formally reviewed annually, or sooner where necessary, to ensure it continues to reflect the company's operational practices and any changes to applicable laws, regulations, or business requirements.

A review may also be undertaken following:

- ❖ Significant changes to legislation or regulatory guidance.
- ❖ Changes to the company's services, structure, or operations.
- ❖ A serious complaint or recurring complaint trends.
- ❖ Recommendations arising from internal reviews or audits.

Responsibility for Policy Updates

Overall responsibility for reviewing, maintaining, and updating this policy rests with the Company Director.

The Company Director is responsible for:

- ❖ Ensuring the policy remains compliant with relevant UK legislation and industry best practice.
- ❖ Approving all revisions and amendments.
- ❖ Communicating any significant updates to employees and contractors.
- ❖ Ensuring staff understand their responsibilities under the policy.

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All employees are encouraged to provide feedback and suggestions to support the continuous improvement of the company's complaints handling procedures.

TREE SURGERY

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CONTACT DETAILS

Complaints Contact Information

Branching out tree surgery landscaping and gardening ltd is committed to resolving complaints promptly, fairly, and professionally. If you are dissatisfied with any aspect of our services, workmanship, or customer service, we encourage you to contact us using the details below.

Company Name:

Branching out tree surgery landscaping and gardening ltd

Registered Office Address:

[Insert Registered Company Address]

Denbighshire, Wales

Telephone Number:

[Insert Company Telephone Number]

Email Address:

[Insert Company Email Address]

Complaints Contact Person:

Company Director

The Company Director is responsible for overseeing the management of all complaints received by the Company. This includes acknowledging complaints, ensuring they are investigated impartially, communicating with the complainant throughout the process, and implementing appropriate corrective actions where necessary.

All complaints will be handled in confidence, treated with respect, and managed in accordance with this Complaints Policy. We aim to resolve concerns as efficiently as possible while maintaining a fair, transparent, and customer-focused approach.

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Where a concern falls outside the scope of this policy, we will endeavour to explain the reasons clearly and, where appropriate, provide guidance on alternative routes for resolving the matter.

TREE SURGERY