



# N & J TREE SERVICES LTD

## Customer Complaints Policy/ Procedure

### AIMS

To deal with all complaints in a fair and consistent manner, within a clearly defined timeframe.

### REASONS FOR THE PROCEDURE

To provide and continue to provide a first-class level of customer service.

### OBJECTIVES


- To describe the formal procedure for dealing fairly and consistently with customer complaints.
- To inform customers of the route by which they can express a complaint.
- Record and document all complaints received, which will remain on the company records for 2 years in line with our GDPR policy, after which all information will be destroyed.

### PROCEDURE

<b>Step 1</b>	Firstly the customer should contact the company with an explanation of the complaint, by contacting the main office telephone number 01782 502847 or by email <a href="mailto:jane@njservices.co.uk">jane@njservices.co.uk</a> stating the job reference number and address details to enable a complaint to be logged.
<b>Step 2</b>	If Step 1 did not resolve the problem, the customer should make a <b>complaint in writing</b> The Company will, within 10 working days of receiving a complaint, provide a signed letter of reply for the customer detailing the outcome and actions arising from the investigation. The Company will send the signed letter or email in reply to the customer - normally within 14 working days of receipt of the complaint.
<b>Step 3</b>	If the customer is dissatisfied with the response received, the customer may <b>appeal</b> within 14 working days of the date on the response letter. The appeal should be made in writing, stating the reasons for appeal, to either the company address or by email to the Directors at <a href="mailto:Nigel@njservices.co.uk">Nigel@njservices.co.uk</a>  The customer will be notified in writing of the result of the appeal after all evidence has been reviewed. This will normally be within 10 working days of receipt of the appeal. In the absence of any appeal the complaints procedure would be complete as far as the Company is concerned.
<b>Step 4</b>	Alternative Dispute Resolution (ADR) is a way of resolving disputes that does not involve going to court. Since October 2015, the EU Directive has made it a requirement for the UK Government to have ADR Services available for use in the UK. N&J Tree Services Limited are members of Trustmark and they offer this service. Trustmark can be contact via the link <a href="https://www.trustmark.org.uk/consumers/if-things-go-wrong/adr">https://www.trustmark.org.uk/consumers/if-things-go-wrong/adr</a> or by calling them on 0333 555 1234. If none of the above resolves the issue, the aggrieved party could take such a documented complaints process to the Small Claims or County Courts
<b>Step 5</b>	Resolution will be confirmed in writing to the customer with the outcome within 10 days of the decision.

### RESPONSIBILITY

The Managing Director & Company Secretary are responsible for ensuring that all customer complaints are dealt with promptly, fairly and consistently and in accordance with this procedure.

Signed		Date:	29th November 2022
Position	Managing Director	Revision Date:	29th November 2022