



**Graftin**   
**Gardeners**

Tree Surgery  
Landscaping  
Lawn Maintenance

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## Customer Care Policy

This document sets out the standard of care and how it is maintained. It lets customers know:

- that we do care about our work and what our customers think of it
- what they can expect from us
- what to do if they are not satisfied or have a complaint

## Defining the standards

Our standards are defined by our customers so that we deliver the best care for them. We will:

- Regularly ask customers for their opinions on our service
- Use these opinions to shape the service we provide
- Be honest with customers about the services we can and can't provide

## Staff commitment

Our staff are essential in delivering our services and ensuring our customers are satisfied. We will:

- Ensure our staff are sufficiently trained and competent to deliver our services
- Ensure our staff treat all customers with respect, courtesy and understanding

## How we communicate

Efficient correspondence with customers is essential in keeping them satisfied. We will:

- Listen carefully to the customer
- Be polite, honest and accurate with the information we provide
- Respond to all enquiries promptly and with courtesy
- Ensure the customer understands all information provided
- Conduct correspondence professionally and confidentially
- Inform customers of any changes or delays in good time
- Provide alternative sources for services where we cannot help
- Keep customers informed of any subsequent stages in the process

## How we deliver the standard

- Provide written quotations for works including terms and conditions which may apply
- Ensure written quotations are uncomplicated and clearly worded and provide a measurable specification for works to be undertaken
- Ensure that customers are aware of our liability insurance and provide a copy with every written quotation
- Upon acceptance of the quote, schedule a date for works or a follow-up communication, establish what paperwork (Local authority consents) is required and make arrangements to acquire this
- All tree surgery work is undertaken, where applicable, to BS3998:2010 recommendations for tree work
- All works is undertaken so as to minimise the risk of damage
- Where damage to property does exist this will be repaired/replaced or compensated for to the satisfaction of the customer
- Ensure the property is left clean and tidy and as we found it and to the customer's satisfaction
- Provide a clear and uncomplicated written invoice following work where payment is not immediately received and a receipt for payment upon request

## Measuring the standards

We want to ensure that our customer care is optimal and this will be measured by our customers. We will:

- Seek regular feedback on customer satisfaction
- Investigate all complaints thoroughly and in a timely fashion
- Use feedback and results of complaint investigations to influence changes in customer care

## Complaints/Grievances

If you are not satisfied or have a complaint about the conduct/behaviour of a member of the team, our service or our work, then please contact us

45 Swanwick Close, London SW15 4ES Company Registration No. 6822826