This policy has been documented in order to clearly show high level commitment to providing and maintaining excellent levels of customer care.

This policy shall apply to the directors, employees, associates and contractors engaged by the company and shall be applied throughout the range of services undertaken by the organisation:

i. Domestic tree services
ii. Commercial tree services

We shall:

- Put our customers at the centre of our service and be responsive to their needs
- Treat our customers with courtesy and respect
- Aim to provide a helpful, friendly and effective service within the constraints of available resources
- Provide customers with the means to submit comments and suggestions and undertake regular surveys of their opinions
- Reply to signed comments within 10 working days and use these comments to help us further improve our service
- Brief staff upon the expectations of the company in respect of customer care issues in order to ensure that service is of as high a quality as possible
- Be aware of and assist customers with special needs and provide a service free from discrimination
- Publicise our services and keep customers informed of changes

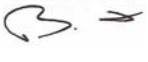
Enforcement of this policy

Disciplinary action shall be taken in accordance with the Company's disciplinary procedures against any employee who acts in breach of the spirit of this policy.

Consistent application of this policy shall assist in the creation of the right environment for success and it is for each employee to make his or her own contribution to ensure that this success is maintained.

Monitoring

The Company shall review this policy from time to time and may amend or modify any part thereof in the light of revised guidance and or best practice.

Signed: 

Name:Brian Farrow

Position in Company:Managing Director

Date:11/02/09