



CUSTOMER COMPLAINTS PROCEDURE

Deadwood Arborists take all customer feedback seriously, and we're committed to resolving any issues promptly and professionally. Please find below our customer complaints procedure, which outlines how we handle complaints and the timescales involved.

1. Submitting a Complaint

If you have a complaint, please contact us as soon as possible. You can reach us via the following methods:

- Phone: **07736298078/0151 2164898**
- Email: **deadwoodarborists@gmail.com**

Please provide as much detail as possible, including:

- Your name and contact details
- Date of service
- Description of the issue or dissatisfaction
- Any supporting evidence, such as photos or documentation

2. Acknowledgement of Complaint

Upon receipt of your complaint, we will endeavour to acknowledge it within **2 working days**. This acknowledgement will confirm that we have received your complaint and are beginning our investigation.

3. Investigation and Resolution

We will thoroughly investigate your complaint by reviewing the details you provided, discussing the issue with the relevant team members, and, if necessary, conducting a site visit. We aim to complete this investigation within an additional **2 working days** of receiving your complaint.

4: Proposed Resolution

Once the investigation is complete, we will provide you with a proposed resolution. This may include:

- Corrective actions (e.g., revisiting the site to address the issue)
- Refunds or compensation, if applicable
- A formal explanation and apology if warranted

We will aim to provide this resolution within **7 working days** of the complaint being acknowledged.

5. Response and Final Decision

We will ask for your feedback on our proposed resolution. If you agree, we will take the necessary steps to implement the solution. If you are unsatisfied with the outcome, please let us know, and we will arrange a follow-up discussion to see if further steps are necessary.

6. Escalation of Complaint

If you remain unsatisfied with the outcome after the final decision, you may escalate the complaint to an external body.

We will provide you with the details of how to escalate your complaint if this step becomes necessary.

7. Complaints & Feedback

We value all feedback, including complaints, as it helps us improve our services. We review complaints regularly to ensure that our procedures and practices are continuously improving. However, we kindly ask that all prospective complaints are presented via the procedure above to allow for the opportunity of resolution before any efforts to present service issues on public platforms (e.g. reviews).

8. Contact Us

If you have any questions about our complaints procedure, please do not hesitate to contact us via **deadwoodarborists@gmail.com**.

We are committed to resolving any issues as swiftly as possible and ensuring your satisfaction with our services. Thank you for bringing your concerns to our attention.

Thomas Hughes – Liam Hughes
Deadwood Arborists Tree Care Specialists Ltd.