

Hortus Pink Complaints Policy & Procedure

Last Reviewed: February 2024

Next Review: February 2025

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Our policy:

As a company we are committed to providing a quality service to its clients and working in an open and accountable way that builds trust and respect from all our clients. One of the ways in which we can continue to improve our service is by listening and responding to the views of our clients, and in particular by responding positively to complaints.

Therefore we aim to ensure that:

- Making a complaint is as easy as possible;
- We treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response;
- We deal with it promptly, politely and, when appropriate, confidentially;
- We respond in the right way - for example, with an explanation, or an apology where we have got things wrong and with information on any action taken etc;
- We learn from complaints, use them to improve our service, and review annually our complaints policy and procedures;
- We recognise that many concerns will be raised informally, and dealt with quickly. This is achieved by direct communication of concerns and hopefully a quick resolution.

An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

Our procedure:

If you have a complaint, please send all details in writing to Zoe Pink via email on zoe@hortuspink.co.uk and also try to flag this email via message to ensure it has not gone into an email trash folder.

We aim to quickly resolve complaints but in some instances it may take time if suppliers also need to be contacted. In all cases a 'message received and being investigated' reply will be sent to you. Please provide enough time as to reasonably read and respond to your complaint, which can be up to 5 working days for an initial response. A further more detailed response may be needed at a later date, and this will be flagged in our initial response to you.

If you feel your complaint has not been properly dealt with, and as part of The Association of Professional Landscapers (APL), we adhere fully to their complaints procedure which can be obtained by emailing apl@hta.org.uk

Signed: 

Name: ZOE PINK