N & J TREE SERVICES LTD

Customer Care & Complaints

Table of Amendments and Updates			
Version	Date	Detail	Author
1	08/01/2024		Justine Twiss
2	January 2025	Review	
3	October 2026	Review	

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.
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PROCEDURE

Step 1	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 jane@njservices.co.uk stating the job reference number and address details to enable a complaint to be logged.
Step 2	If Step 1 did not resolve the problem, the customer should make a **complaint in writing.** 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.
Step 3	If the customer is dissatisfied with the response received, the customer may **appeal** 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 Nigel@njservices.co.uk 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.
Step 4	**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 this email address disputes@trustmark.org.uk or by calling them on 0333 555 1234. The full details of their disputes process on the following link https://www.trustmark.org.uk/homeowner/support/complaints-process 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

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Step 5	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 by	Nigel Owen
Position	Managing Director
Signature	
Date	October 2025
Due date for next revision	October 2027

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