

Dryad Tree Specialists Ltd

Complaint Procedure

This document highlights the correct procedure to follow in the event of a complaint being registered.

Most issues can be resolved without you (plaintiff) having to make a formal complaint.

Dryad seek to resolve disputes informally, working together to achieve a positive outcome. You (plaintiff) should first contact Dryad about your concerns to give Dryad a chance to put right any problems or complete work that is unfinished or unsatisfactory.

You (plaintiff) should put your complaints in writing where possible, clearly identify what redress you seek; this gives Dryad a chance to resolve your complaint at the earliest opportunity. If the complaint is verbal over the telephone, the complaint will be logged by the Office Manager and full details of you (plaintiff) taken in order for Dryad to contact you in the future after a resolution has been found or agreed.

All Complaints will be personally dealt with by the Managing Director of Dryad.

Complaints will be dealt with immediately and at the highest priority in order to get a positive, quick outcome.

Arboricultural Association Complaints Procedure:

Dryad is an Arboricultural approved contractor, as such, we will abide by The Arboricultural Association Code of Ethics and Code of Conducts.

In the unlikely event that you (plaintiff) feel that we (Dryad) have fallen below the standards set by the Arboricultural Association, and a complaint has not been resolved, you may wish to make a complaint to the Arboricultural Association.

A complaint to the Arboricultural Association should be seen as a last resort.

Only in the unlikely event that a complaint cannot be dealt with informally (above), or a mutual agreement met after attempts to resolve the complaint directly (Stage 1); then can the complaint be escalated and acknowledged by the Arboricultural Association for their consideration as a stage 2 complaint.

The Arboricultural Association has a three-stage [Complaints procedure](#).

- STAGE 1 COMPLAINT - TALK TO OUR MEMBER
- STAGE 2 COMPLAINT – CONTACT THE ARBORICULTURAL ASSOCIATION
- STAGE 3 COMPLAINTS - ASK FOR A REVIEW OF THE OUTCOME AT STAGE 2