

Dryad Tree Specialist

Customer Care Policy

Customer Care Policy

Dryad strives to provide the best service to all clients, both domestic and commercial.

This document supports our company's aims providing professional, friendly and competitive tree services by helping to deliver our services to the highest standard. The policy ensures maximum customer satisfaction, minimum complaints and ongoing work to the highest standards.

This document sets out the standard of care and how it is maintained. It lets customers know:

- That we do care about our work and what our customers think of it.
- What they can expect from us.
- What to do if they are not satisfied or have a complaint.

Defining the standards

Our standards are defined by our customers so that we deliver the best care for them. We will:

- Regularly ask customers for their opinions on our service.
- Use these opinions to shape the service we provide.
- Be honest with customers about the services we can and can't provide.

Staff commitment

Our staff are essential in delivering our services and ensuring our customers are satisfied. We will:

- Ensure our staff are sufficiently trained and competent to deliver our services.
- Ensure our staff treat all customers with respect, courtesy and understanding.
- Train staff in customer care.

How we communicate

Efficient correspondence with customers is essential in keeping them satisfied. We will:

- Listen carefully to the customer.
- Be polite, honest and accurate with the information we provide.
- Respond to all enquiries promptly and with courtesy.
- Ensure the customer understands all information provided.
- Conduct correspondence professionally and confidentially.
- Inform customers of any changes or delays in good time.
- Provide alternative sources for services where we cannot help.
- Keep customers informed of any subsequent stages in the process.

How we deliver the standard

- Provide written quotations for works, including terms and conditions which may apply.
- Ensure written quotations are uncomplicated and clearly worded and provide a measurable specification for works to be undertaken.
- Ensure that customers are aware of our liability insurance and ensure a copy can be accessed if required.
- Upon acceptance of the quote, schedule a date for works or a follow-up communication, establish what paperwork (Local authority consents) is required and make arrangements to acquire this.
- All tree surgery work is carried out, to BS3998:2010 recommendations for tree work (where applicable).
- All work is undertaken in a professional manner to minimise the risk of damage.
- Where damage to property does occur, this will be repaired/replaced or compensated for to the customer's satisfaction.
- Ensure the property is left clean and tidy, as we found it, and to the customer's satisfaction.
- Provide a straightforward and uncomplicated written invoice following the work where payment is not immediately received and a receipt for payment upon request.

Measuring the standards

We want to ensure that our customer care is optimal, and our customers will measure this. We will:

- Seek regular feedback on customer satisfaction.
- Investigate all complaints thoroughly and in a timely fashion.
- Use feedback and results of complaint investigations to influence changes in customer care.

Complaints/Grievances

If you are not satisfied or have a complaint about the conduct/behaviour of a team member, our service or our work, then don't hesitate to get in touch with us or view our complaints procedure policy.