

## **COMPLAINTS POLICY**

Our aim:

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.

How to complain?

### **Stage 1**

Many complaints can be resolved informally onsite. Discuss any concerns as soon as possible.

### **Stage 2**

If resolution cannot be achieved at this stage, it needs to be reported to the office on 01823 806616.

When contacting the office please make a note of the name of the person you spoke to. We will then aim to resolve the complaint as quickly as possible.

If you are not satisfied with the solution offered, you may pursue a formal complaint.

### **Stage 3**

Formal complaints should be made in writing to:

Mr Luke Clark  
Sibley Landscapes  
Creeds Farm  
Silver Street  
Burrowbridge  
TA7 0RZ

### **What will we do on receiving your formal complaint?**

We will acknowledge receipt of your complaint within 48 hours.

You will be contacted to make sure that we have understood your complaint properly.

Depending on the complexity of your complaint we will endeavour to propose a fair solution within 10 working days, longer if more complex, ensuring good communication at all times.

As part of The Association of Professional Landscapers (APL) we adhere fully to their complaint's procedure. If necessary, you can pursue a formal complaint through them or obtain a copy of the procedure by emailing [apl@hta.org.uk](mailto:apl@hta.org.uk)