

COMPLAINTS POLICY

We always endeavour to provide the best service for our customers, however, on rare occasions, we recognise that there may be times when our customers may not be completely satisfied. As soon as possible after the completion of works, please inspect the work to ensure everything has been carried out to our usual high standards. In the unlikely event there is anything you are not satisfied with, please contact us, by phone, email or in writing, as soon as you can, in order that we can rectify any problems as soon as possible.

We aim to respond within 7 days of receiving your complaint, and remedy issues raised if appropriate. Where we are unable to resolve your complaint using our own complaints procedure, as a Which? Trusted trader we use Dispute Resolution Ombudsman for dispute resolution. In the unlikely event that we cannot remedy your complaint to your satisfaction you may wish to refer your complaint to them. If you wish to do so contact Which? Trusted traders in the first instance on 0333 241 3209.

Richard Kemish is the proprietor of G & R Tree Surgeons.

Richard Kemish

ArbNet Approved Contractor

Associate Member of the Arboricultural Association

Member of the Royal Forestry Society

Safe Contractor Approved

Which? Trusted Trader

Hertfordshire Trading Standards Approved



VAT Registration No: 504 6169 60