



Customer Care Policy

Policy Statement

Holmes Tree Services Ltd are committed to providing a professional, reliable, and customer focused service across all aspects of arboriculture. Our reputation is built on quality workmanship, safety, integrity, and respect for our customers, their property, and the environment.

This policy outlines our commitment to delivering the highest standard of customer care and continuous improvement in the services we provide.

All employees and subcontractors are responsible for upholding the principles of this policy and ensuring that customer care remains a priority in every aspect of their work.

Objectives

1. Ensure that every customer receives courteous, professional, and efficient service.
2. Deliver high-quality tree care and maintenance that meets or exceeds customer expectations.
3. Handle customer enquiries, feedback, and complaints promptly and fairly.
4. Promote transparency, honesty, and clear communication throughout every stage of a project.
5. Continually monitor and improve our performance and customer satisfaction.

Scope

This policy applies to all employees, subcontractors, and representatives of Holmes Tree Services Ltd.

It covers all customer interactions including quotations, site work, follow-up communication, and aftercare.

Our Commitment to Customers

- Ensure that all customer communications are recorded and followed up promptly and efficiently.
- Provide clear, detailed, and competitive quotations with no hidden costs.
- Offer honest and professional advice based on our expertise in arboriculture.
- Provide clear explanations of our work process, safety measures, and timescales.
- Notify customers in advance of any delays or changes to scheduled works.
- Respect customer property and surroundings, ensuring minimal disruption during works.
- Maintain a polite and courteous attitude at all times.
- Ensure all staff are easily identifiable and act in a professional manner while representing the company.
- Complete all works to the highest standard and in accordance with industry best practices and legal requirements.

Handling Feedback and Complaints

We welcome feedback as an opportunity to improve our services. Holmes Tree Services Ltd are committed to resolving complaints fairly and promptly:

All complaints will be acknowledged within 48 hours.

We will investigate the issue thoroughly and aim to resolve it within 7 working days.

If the issue cannot be resolved immediately, the customer will be kept informed of progress and expected timescales.

All complaints will be logged, reviewed, and used to identify areas for improvement.

Holmes Tree Services are dedicated to continuous improvement in Customer Care and will update practices accordingly.

Name: K.Holmes **Signature:** Kirsty Holmes. **Position:** Director **Date:** 27/01/2026

Policy Reviewed	Any amendments	Name	Signature