

SAM ROGERS TREE CARE: COMPLAINTS POLICY

Sam Rogers Tree Care (SRTC) will always endeavour to provide the best service and products for our customers. However, we recognise that there may be rare occasions where our customers may not be completely satisfied.

As soon as possible after the completion of the 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 completely satisfied with, please contact us immediately by any of the methods mentioned below, as soon as you can in order that we can rectify any problems:

- By phone 01732 461730
- By email samrogers.sts@hotmail.com
- By post to Sam Rogers Tree Care, 12 Anthony Close, Dunton Green, Sevenoaks, Kent TN13 2XH

We will aim to respond within 7 days of receiving your complaint and, where possible, will provide you with a date to remedy any issues raised within 8 weeks of the date of our reply and subject to the customer's agreement.

SRTC will always try to settle any complaints amicably with the customer. Where we are unable to resolve your complaint using our own complaints procedure, as a Which? Trusted Trader we use Ombudsman Services Ltd 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 please contact Which? Trusted traders in the first instance on **0117 981 2929**.

12 Anthony Close, Dunton Green, Sevenoaks, Kent TN13 2XH

Office: 01732461730 Mob: 07817400590

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