



Shelford Tree Service Ltd

Customer Care Policy

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Shelford Tree Service Ltd **Customer Care Policy**

Customer Care Policy

Shelford Tree Service Ltd aims to provide and maintain a high level of customer service. We continually review procedures to improve our customer service performance. We are a professional, friendly, reliable partners, delivering exceptional service and quality for our clients, often going the extra mile.

Customer Care Statement

Shelford Tree Service Ltd will adhere to the 5 targets set out below:

- **Target 1:** All emails are responded to within 1 working day.
- **Target 2:** All voicemails or call back are responded to within 4 working hours.
- **Target 3:** All Quotes are sent to clients within 1 working day. If the quote requires further investigation and this is not possible, the client is contact to confirm there will be a delay.
- **Target 4:** All complaints are dealt with within 48 working hours of receipt.
- **Target 5:** We make a commitment to always be learning and strive to always give the best customer service.

Our Company Mission Statement

We are changing the world of tree surgery by building an exceptional company to work for, delivering the highest quality tree surgery and making our environment a better place while we do it.

Quality Statement

Through our commitment to customer service, we provide the highest standard of works and will always strive to exceed our customers expectation. Operations Manuals and Quality Manuals are a requirement in larger projects. We ensure we have excellent level of communication with all parties throughout the projects. We ensure excellent quality by carrying out working site and quality audits on our teams.

Our Target

We maintain our excellent customer service through continually reviewing our performance by regularly assessing outcomes of our audits, incidents and customer feedback. Ensuring we are continually learning and improving, setting the standards for the industry.

Target 1: All emails are responded to within 1 working day.

Target 2: All voicemails or call back are responded to within 4 working hours.

Target 3: All Quotes are sent to clients within 1 working day. If the quote requires further investigation and this is not possible, the client is contact to confirm there will be a delay.

Target 4: All complaints are dealt with within 48 working hours.



Target 5: We make a commitment to always be learning and strive to always give the best customer service.

Signed	<i>JRecord</i>
Name	Jonathan Record
Position	Director
Date	18 Aug 24