



Arboricultural Contractors & Consultants

Specialists in the preservation and maintenance of trees

Access Hire | Grounds Maintenance | Tree Maintenance & Reports

Trem Y Dderwen, Llanedi, Pontarddulais, Swansea, SA4 0YT

Customer Complaints Policy

1. Purpose

The Arb Team is committed to delivering professional, safe, and high-quality arboricultural services to our domestic and commercial customers.

We recognise that on occasion a customer may feel dissatisfied with some aspect of our service. This policy sets out a clear, fair, and transparent process for raising, investigating, and resolving customer complaints relating to our tree work operations.

2. Scope

This policy applies to all domestic and commercial customers receiving arboricultural services from The Arb Team, including complaints relating to:

- Work carried out on site
- Conduct of staff or subcontractors
- Damage or property concerns
- Health and safety matters
- Quotations or scope of works
- Invoicing or administration
- Communication and customer service

This policy does not apply to training or assessment services.

3. Our Principles

The Arb Team will ensure that:

- All complaints are taken seriously
- Complaints are handled fairly and without bias
- Customers are treated respectfully throughout the process



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- Investigations are thorough and proportionate
 - Outcomes are clearly communicated
 - Lessons learned are used to improve our services
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4. Customer Complaints Procedure – Three Stages

Stage One – Immediate or Informal Resolution

If your complaint relates to a team working on site, please speak directly to the Team Leader in the first instance. Many concerns can be resolved immediately.

For all other complaints, please contact:

Email: hello@thearbteam.co.uk

Telephone: 01792 885184

We will aim to resolve your concern quickly and informally wherever possible.

Stage Two – Managerial Review

If you are not satisfied with the Stage One response, you may escalate your complaint to the managerial team.

Please contact:

Email: admin@thearbteam.co.uk

A senior manager will:

- Review the details of your complaint
 - Investigate where necessary (including site visits if required)
 - Speak with relevant team members
 - Provide a written response outlining findings and any corrective actions
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Stage Three – Director Review (Final Internal Stage)



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If the Stage Two response does not fully resolve your concerns, you may escalate your complaint to the final stage of our internal procedure.

All Stage Three complaints should be directed to:

Jack Thomas – Director

Email: jack@thearbteam.co.uk

Telephone: 01792 885184

Or in writing to:

The Arb Team
Trem Y Dderwen
Llanedi
Pontarddulais
Swansea
SA4 0YT

The Director's decision represents the final stage of The Arb Team's internal complaints process.

5. Timescales

- Complaints should ideally be raised as soon as possible after the issue arises.
 - We aim to acknowledge receipt of formal complaints within 5 working days.
 - We will aim to provide a full response within 14 working days or a reasonable timeframe depending on the complexity of the issue.
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6. Record Keeping and Confidentiality

All complaints:

- Are recorded in our complaints log
 - Are handled in line with data protection legislation
 - May be reviewed internally to identify improvements to our service
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7. Related Policies

- Equality and Diversity Policy
- GDPR Policy

Approved: December 2025

Next Review: December 2026