



## CUSTOMER CARE POLICY

Claphams Landscape Services Limited is an ISO 9001 and ISO 14001 Certified Company through a UKAS Accredited Certification Body. This Customer Care Policy is designed to provide confidence that our Company will:

- Provide landscaping care exceeding customer expectations
- Provide clear guidance through a written contract of what, when and how landscaping will be expedited
- Enable the customer to easily provide positive as well as negative feedback to us

### **The Clapham's Guarantee**

Through our experienced and well trained staff, Clapham's will maintain the landscape defined in a mutually agreed contract. This will be accomplished through:

- Providing a written quotation for works including terms and conditions which may apply
- Ensuring written quotations are uncomplicated and clearly worded and provide a measurable specification for works to be undertaken
- Ensuring that each customer is aware of Claphams liability insurance and provide a copy with every written quotation
- Upon agreement/acceptance of the quote, The Contract for landscaping works will establish what paperwork, including any Local authority consents that may be required, are submitted, signed and dated by a representative of Clapham's and the client
- Any tree surgery work is undertaken by a qualified person
- Site Specific Risk Assessments are undertaken so as to minimise the risk of damage to property or injury to people
- If proven damage to property exist then this will be repaired/replaced or compensated for to the satisfaction of the customer
- Ensuring the property is left clean and tidy to the customer's satisfaction
- Providing a clear uncomplicated invoice following work

Signed by Director of Claphams Landscape Services Limited:



Date:

3-7-15