



Customer Care & Quality Policy Statement

It is the policy of Dorset Treeworx to provide a quality tree care service (plus other) in a professional and friendly manner that are in accordance with customer requirements, specifications.

From the first visit / meet to discuss the work required we will listen and deliver a quotation / estimate detailed to you and then if acceptable to you, book a start date to do the work.

Throughout the process you have our best intentions at all times, delivering the best possible quality and customer care. We have testimonials on our website from past customers for you to read.

We will listen to the needs and expectations of all our customers, whilst also identifying any risks that may affect our ability to consistently provide a service that meets customer and applicable statutory and regulatory requirements.

We will endeavour to be on time with start and completion times, acknowledge the importance of customer support and communication.

This policy is communicated to all our staff and sub-contractors and updated this policy as and when needed.