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CUSTOMER COMPLAINT LOG

Section 1: Customer Use

Customer Details

Name:

Address:

County:

Post Code:

Telephone No:

E-mail:

Project Title / Sales
Reference:

Nature of Complaint:

Section 2: Office Use Only

Stage One: Informal Complaint

Action Taken:

Name:

Date:

Stage Two: Formal Written Complaint (to be completed by Tom Hickman)

Written Acknowledgement
Sent By:

Date:

Action Taken:

Date:

Name:

Date:

HICKMAN BROTHERS' COMPLAINTS POLICY & PROCEDURE

We welcome any comments and feedback regarding our services and activities. Should you feel that you have been badly or unfairly treated, or that our service had been below the standard of satisfaction you were expecting, please contact us so we can resolve the matter speedily. The stages are set out below.

If you feel that our works are causing any environmental impact please report also as the stages set out below.

STAGE ONE – Informal Complaint

Please contact the member of staff at Hickman Brothers' Landscapes Ltd that you have been dealing with, detailing the nature of your complaint, at which time every effort will be made to speedily resolve the problem to your satisfaction. A brief record will be logged on file. If the problem cannot be resolved there and then we will make every reasonable effort to respond within 10 working days, either verbally or in writing.

STAGE TWO – Formal Complaint

If Stage One does not resolve the problem we would request that you record your complaint in writing (e-mail is acceptable to office@hickmanlandscapes.co.uk the form attached can be accessed from our web-site www.hickmanlandscapes.co.uk) it will then be passed on to our Director, Mr Tom Hickman to resolve; your complaint will be acknowledged within 5 working days. Your complaint will be investigated and an action plan agreed with you within 10 working days of your complaint.

This represents the furthest we can reasonably be expected to take your complaint.

This procedure does not override any legal redress under:

- ? Contract Law
- ? Sale of Goods Act 1979
- ? Trade Description Act 1979
- ? Consumer Protection (Distance Selling) Regulations 2000
- ? Electronic Commerce Regulations 2002
- ? Privacy and Electronic Communications Regulations 2003
- ? Consumer Credit Act 1974
- ? Unfair Trading Regulations 2008
- ? Supply of Goods Act 1982
- ? The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2014

But is in the interest of resolving the problem quickly to your satisfaction.