



TreeCareApproved.org

Consumer Charter Agreement

TreeCareApproved.Org expects all members Contractors/Registered Firms to demonstrate the highest levels of customer care and quality of service at all times. Listed below are the minimum requirements that we expect of you when dealing with your customers:

Members must:

- Supply a written detailed quotation prior too and before any work is carried out.
- Comply with all laws, statutory regulations and industry best working practice applicable to our industry.
- Maintain full Employer Liability Insurance cover
- Maintain full Public Liability Insurance cover
- Ensure all works are carried out, providing a safe working environment to both Home Owner/Client and employees
- Ensure all works are started and completed on agreed dates.
- Respect and protect Home Owner/Clients privacy and security.
- Communicate effectively and considerately with the Home Owner/Client.
- Ensure that all works agreed are both carried out and completed in accordance to the terms of the original quotation and the job specification.
- Agree any and all changes with the client BEFORE doing them.
- Leave all areas both clean and tidy upon completion of the contract in accordance with your Home Owner/Clients requirements.
- Inform Home Owner/Client FIRST if there is any damage however insignificant.
- Ensure that all parties including sub-contractors have the relevant experience and standards of qualifications or training to undertake (as a team), the work specified within the contract.
- Not expect or request payment before the job is completed. That is unless staged payments before completion is specifically and explicitly mentioned in the quotation that was agreed with you beforehand.
- Follow the agreed complaints resolution procedure.
- Be actively involved in staff training and development.
- Be independently checked every three years for conformance to these standards

I/we have read, understood and agree to abide by the before mentioned Consumer Charter in all dealing with Home Owners/Clients at all times.

For and on behalf of Company Name.....

Name: Signature.....

Date.....

Membership Identification No