TreeCareApproved.org

Disciplinary Procedure

TRUST MARK
Government Endorsed Standards
www.trustmark.org.uk
✓ APPROVED TRADESMEN
✓ ON-SITE INSPECTED
✓ PEACE OF MIND

Client/Homeowner (C/HO) complains Tree Care Approved Organisation

Establish that C/HO has complained to Contractor/Registered Firm

If Yes:

Send Conciliation Documents to C/HO & Record on Contractor's file

If NO:

Refer C/HO to Contractor/Registered Firm & record on file

On Return of Form:
Internal Arbitrator (IA) Evaluate Complaint and record initial findings

Confirmation to C/HO with reference number & name & contact details of IA

IA sends copy to Contractor/Registered Firm & requests response within 7 days

Response Received

Negotiation & Compromise

Resolved -Complaint Closed Register complaint on Contractor/Registered Firms File

Unresolved
IA offers 3rd party resolution

3rd party resolution decision received

Offer declined by either party

No Response

Send Reminder Letter with notice of impending suspension for response in 7 days

Send Final Reminder Letter and notice of suspension for response in 7 days

No Response

Referred to Disciplinary Committee

Disciplinary Committee reviews behaviour of Contractor for compliance with Tree Care Approved Org procedure & 3rd party decision

Possible Actions:
- Dismiss Complaint
- Make Recommendations for Rectification
- Remove from Tree Care Approved Org Register

Advise Member & C/HO of Decision