

EMS Garden Services - Voluntary Customer Charter.

Here at EMS Garden Services we aim to deliver a service that meets with your complete satisfaction.

We know how important it is to you that the goods and services that we say we can supply are delivered with the greatest of skill and expertise from management level right through to all operatives who work on our behalf.

Whilst it can never be 100% guaranteed that problems will never be encountered, we hope to demonstrate that we have the ability and the will to work with you to ensure you are provided with the best quality and service at all times.

With this in mind EMS Garden Services have adopted this voluntary Customer Charter and commit to delivering on our promise.

You can be assured that we have the necessary landscaping skills and experience to meet your requirements.

We are committed to continuously seek improvement in all aspects of our business and we are actively involved in the training and development of staff.

Our voluntary Charter requires us to aspire to the following:

** Continued self assessment and ongoing training were practicable. Maintaining proper records and accounts and staying up to date with current legislation, health and safety and delivering best practise at all times.*

** Declare to any potential customer the length of time we have been trading and provide, if required, up to 5 customer references and allow inspection of at least one previous project.*

** Put in place and maintain all the necessary insurance covers including public and employers liability*

This voluntary Charter also requires that, in the unlikely event of any dispute involving price or workmanship that EMS Garden Services shall agree to have their work inspected by any independent person or persons who are satisfactorily qualified in Landscaping or Horticulture relevant to the activity that has been carried out.