

Urban Forestry (Bury St. Edmunds) Ltd

Customer Complaint

In the unlikely circumstance something goes wrong, and you are not satisfied with the works undertaken or have another issue with the service we provide, please be assured that we take your concerns seriously and will investigate them with due diligence.

We are very keen to ensure that we listen to our customers and their complaints / concerns, and deal with them in an appropriate and timely manner.

To request an internal investigation into your query, please either:

- Call the office within in normal working hours (Monday-Friday, 09:00 – 17:00) on 01284 729091
- Send an email to: Office@urbanforestry.info attaching any relevant evidence or information you may have (photos, quotes etc).

We aim to respond with an initial response within 24 hours of receiving your query, though at peak times or during holiday periods, this may take longer.