



Complaints Policy & Procedure

Lyons Landscapes

Last Reviewed: May 2026

Next Review: May 2027

Our Aim

At Lyons Landscapes, we are committed to delivering a high-quality professional service to all clients and maintaining open, honest, and accountable communication throughout every project.

We recognise that, despite our best efforts, concerns or complaints may occasionally arise. We view complaints as an opportunity to improve our services, strengthen client relationships, and maintain the high standards expected of our business.

Our aim is to ensure that:

- Making a complaint is straightforward and accessible;
- Complaints are taken seriously and handled fairly;
- Complaints are dealt with professionally, respectfully, and where appropriate, confidentially;
- Complaints are acknowledged and responded to within reasonable timescales;
- Clients are kept informed throughout the process;
- Appropriate action is taken where standards have fallen below expectation, including explanations, corrective actions, or apologies where appropriate;
- We comply with our obligations under relevant consumer protection legislation, including the Consumer Rights Act 2015;
- We learn from complaints and use feedback to continually improve our services, communication, and procedures;
- This policy is reviewed regularly to ensure ongoing effectiveness.

Informal Resolution

We recognise that many concerns can be resolved quickly through open communication and early discussion.

Clients are encouraged to raise any concerns with us as soon as possible so that issues can be addressed promptly and amicably.

Where possible, Lyons Landscapes will always aim to resolve matters informally and efficiently before progressing to a formal complaints procedure.

Formal Complaints Procedure

If a concern cannot be resolved informally, the formal complaints procedure should be followed.

Formal complaints should ideally be submitted in writing and include:

- The client's name and contact details;
- Details of the complaint;
- Relevant dates and information;
- Copies of any supporting documents or photographs where appropriate;
- Details of the outcome being sought.

Formal complaints should be sent to:

Lyons Landscapes

Lyons Landscapes Ltd, Unit 2 Johnson's Trading Park, Dorchester, DT1 1QB

Email: lyonslandscapesoffice@gmail.com

Phone 07920514403

Complaint Handling Process

Upon receipt of a formal complaint:

- We will acknowledge the complaint within **5 working days**;
- We will investigate the matter fairly and impartially;
- We may request additional information where necessary;
- We aim to provide a formal response within **14–28 working days**, depending on the complexity of the complaint.

Where additional time is required, the client will be kept informed throughout the process.

Record Keeping

A written record of formal complaints, investigations, and outcomes will be maintained in accordance with current data protection legislation and retained securely where appropriate.

Escalation

If a complaint cannot be resolved directly between the parties, further independent dispute resolution options may be available.

As members of the **Association of Professional Landscapers (APL)**, Lyons Landscapes adheres fully to the APL Complaints Procedure.

Further information regarding the APL complaints process can be obtained by contacting:

apl@hta.org.uk

Where applicable, complaints may also be referred to an Alternative Dispute Resolution (ADR) provider or other relevant independent mediation service.

Continuous Improvement

Lyons Landscapes is committed to reviewing complaints constructively and using feedback to improve our standards, communication, systems, workmanship, and overall customer experience.

Signed

Signed by: 
Signature: _____
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Name: lyonlandscapesltd

Position: Director

Date: 5/28/2026