**THE UNIVERSITY OF AGRICULTURE, PESHAWAR**

**Grounds & Gardens, Department Of Horticulture**

 Ext: 3063 Complaint Form Dated \_\_\_\_\_\_\_\_\_\_

Name \_\_\_\_\_\_\_\_\_\_\_\_\_ Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Nature of Work: Hedge Grass Creeper Tree trimming

**Note: Grounds and Gardens staff will carry the above mentioned work only.**

 **If the complaint is not entertained within a week, please call on 3063.**

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Nature of Work: Hedge Grass Creeper

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**THE UNIVERSITY OF AGRICULTURE, PESHAWAR**

**Department Of Horticulture**

**Grounds & Gardens**

**All Deans**

**All Chairmen**

**All Directors**

**All Sectional Heads**

**All Presidents of the Associations**

**Subject: Revised Complaint Form, Regarding Lawn Mowing, Hedge and Creeper Cutting**

Respected Collogues,

The following few points may please be kept in mind while sending a complaint.

1. A single complaint form can be used for multi tasks.
2. We are trying our best to resolve your complaint at the earliest, but during peak season the work can be delayed upto a week, due to heavy work load.
3. Please do not throw waste in the lawn for pets or birds, an open pot can easily serve this purpose. Because the litter produce a foul smell in cutting and it also creates problem in the grass cutting machines.
4. It is also requested to have a separate enclosure for pets, because the litter creates problem for our staff.
5. If anyone is interested in kitchen gardening or have a liking for seasonal flowers or other ornamental plants, they may please hire a gardener for its maintenance, because its maintenance does not come under our domain.
6. Please do not carry out trimming or removal of tree, by outsiders or yourself, send a separate request for this purpose.
7. If any fruit tree needs pruning, its request may please be forwarded to Manager Horticultural Crops.
8. In any case please do not abuse our staff. In case of any complaint please do not hesitate to contact Incharge Grounds and Gardens.
9. If point 2 & three are not followed, we will not be able to entertain your request.
10. Your suggestions for further improvement will be welcomed.
11. Please use the attached form for your complaints. (form can be downloaded from the university website)

**Note: During Ramzan our gardeners may come to your home early in the morning (6:30 am), please cooperate with our staff in this regard. Once the turn is missed it may take a few days to materialize.**

Chairman

Department of Horticulture