Tree Inspection Flow Chart

```
Enquiry/Complaint
        │
        ▼
Passed to suitably qualified/experienced
member of staff for assessment
(Arb office as first call)
```

```
Site inspection in
accordance with pre-
agreed prioritisation
hierarchy
(or one-off)
```

```
if confident to assess  ◄──  If not confident,
                              to line manager
        │
        ▼
Refer to appropriate officer or manager by
assessing officer
        │
        ▼
site visit/assessment
```

```
work/survey placed on
system (arbortrack)
        │
        ▼
if EWO required  ──►  work order issued
        │
        ▼
contractor receives order and
schedules work
        │
        ▼
work monitored against programme  ──►  rectification/defaults
        │
        ▼
notification of completion by contractor
        │
        ▼
office signs off, inspects if required  ──►  payment
- notifies for payment
```