

CUSTOMER CARE CHARTER DOCUMENT

POLICY STATEMENT

Retrofit Energy Ireland One Stop Shop Limited (REIOSS) aims to set clear standards of service and to regularly review and improve performance. REIOSS resources will be used effectively and efficiently to provide the highest standard of service to our clients. REIOSS will openly provide clear information about its services, which will be easily accessible to everyone who needs them. All enquires and complaints will be dealt with in a prompt manner. Present and potential users of REIOSS services will be consulted with, and their views will be used to continually improve the services provided.

Appointment Scheduling and Contacting the Customer

REIOSS will contact all clients as per the procedures set out. Punctuality first impressions are of upmost importance for REIOSS. All appointments are to be kept to a strict timeframe, and keeping the client updated at every stage of schedules appointments is paramount to the successful completion of the project.

During the Construction Phase

REIOSS will endeavour to inform all clients of the process and likely impact on them before any works are carried out. Any response from the client at this point will be incorporated into the works plan where appropriate. REIOSS will attempt to meet all client requests while on site where they are reasonable and fair. All works are to be carried out in such a manner as to minimise the impact on the client and their property. All staff will make sure that they take every reasonable precaution to protect the property on which they are working, and neighbouring properties. Where works are completed over several days, the property must be left in an appropriate condition, minimising the impact to the client and surrounding properties, and having regard to all Health and Safety and security requirements.

After the Construction Phase

REIOSS will ensure that staff take every precaution to protect the property on which they are working and leave the property clean and tidy. Client satisfaction is sought before leaving the site. REIOSS office staff will log a follow up call after site works are complete to ensure this. All documentation pertaining to the works will be issued on completion.

Out Of Hours Service

REIOSS recognises the need to have an out of hours service due to the nature of the works that are being undertaken. REIOSS will endeavour to ensure that all emergency calls that affect the minimum living standards of the client are dealt with in a defined timeframe. This is to be communicated to the client to alleviate as much stress as possible. All emergency out of hours calls will be logged and a Senior member of REIOSS staff will initiate a call back to ensure the issue has resolved, and it does not arise again.

Appearance And Behaviour

REIOSS employees are mindful of their representation of REIOSS. They will always work in a professional manner, be polite and conduct themselves in a respectful manner. Timekeeping and appearance are of major importance and first impression of the client be it on site or in head office must be a favourable one for the relationship to progress. All guidelines set out for dress code, behaviour and timekeeping must be always met.

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Explaining Procedures and Services

REIOSS are committed to ensuring that the clients have all the necessary information required to make informed decisions on the upgrade. In addition to the trained professional Surveyors REIOSS will also ensure that they have access to all the technical expertise of each subcontractor. This is imperative for the client to be satisfied with the final product.

Vulnerable Householders

REIOSS will train all staff in correct procedures for recognising and dealing with vulnerable households. Additional time and effort will be afforded to these households, and a note placed on the file for subsequent sub-contractors.

Vulnerable households are:

- Pensioners
- People with disabilities
- People with long term ill health
- People who are blind, have sight or hearing difficulty.

The customer care charter is to be reviewed and updates on an ongoing basis.

Signed & Dated



Paddy Sweeney, Managing Director.

20/01/2022

Date

SERVICE COMPLAINTS PROCEDURE

What this Policy Covers

This policy covers complaints about the standard of works you should expect from us and the behaviour of our staff in delivering that service.

Making a Formal Complaint

You can make a formal complaint:

- by email: paddy.sweeney@reil.ie
- by post:

Complaints
Retrofit Energy Ireland One Stop Shop Limited
Unit 11 Block 4
Ashbourne Business Park
Ashbourne
Co Meath

When making your complaint please include:

- your name and address (an email address will do)
- what your complaint is about, and
- any other requirement (for example, if you need your response sent by post rather than email).

Please try to be as clear as possible. This will help us understand your complaint and respond to you promptly. If a complaint is unclear, we may ask you for more information to help us to understand. If you do not provide the information we need when asked, we may not be able to help you.

Acknowledging the Complaint

If we think the complaint should be investigated under this policy, we will acknowledge the complaint within 5 working days of receiving it.

Investigation

We will decide which member of staff will investigate your complaint in more detail. They will handle your complaint fairly and you can expect to be treated with courtesy, respect and fairness. Where possible, they will be someone who has not been involved before. This procedure should take no longer than 20 working days unless a viable reason for this is documented.

Outcome

Complaints about the quality of service being provided by a member of staff or team will usually be considered by, or passed to, the relevant manager. The manager should attempt to resolve these concerns. Where we are at fault, this could involve apologising for a delay, arranging appropriate forms of contact or explaining how improvements will be made.

Complaints about the quality of works will be assessed against the written quality requirements for the measures completed. Where the work is found to be in line with these requirements then no further action will be taken. Where they are found not to meet these requirements then the works must be rectified, and any remedial works required to ensure the property is left as found must be completed. In all cases the initial contractor must be given the opportunity to rectify the works, if this cannot be achieved then REIOSS will appoint a contractor of their choosing to bring the works up to the required standard.