

## CUSTOMER CARE CHARTER

Retrofit Energy Ireland One Stop Shop Limited (REIOSS) are committed to delivering high-quality services to homeowners, ensuring energy efficiency, comfort, and sustainability. This Customer Service Charter outlines our service standards, commitments, and your rights as a customer. Our goal is to provide a seamless and transparent experience throughout your retrofit journey.

Retrofit Energy Ireland One Stop Shop Limited (REIOSS) regularly review and improve performance. REIOSS resources will be used effectively and efficiently to provide the highest standard of quality and service to our clients. REIOSS will openly provide clear information about its services, which will be easily accessible to everyone who needs them.

### Our Commitment to You:

#### Professional Service:

All services will be carried out by qualified, certified professionals, in compliance with industry standards and regulations.

Our team will treat your home with respect, ensuring cleanliness and minimal disruption throughout the retrofit process.

#### Clear Communication:

We are committed to ensuring that the client has all the necessary information required to make informed decisions on their upgrade. We will provide clear, detailed information on the services, timelines, and costs before any work begins.

Regular updates will be given during the project, keeping you informed of progress, potential delays, or changes.

#### Timely Project Delivery:

We will deliver the retrofit within the agreed timeframe, barring any unforeseen circumstances, and provide notice if delays arise.

#### Customer Support:

Our customer service team is available to answer your questions or concerns promptly through multiple communication channels (phone, email, and on-site consultations).

#### Quality Assurance:

We use high-quality, sustainable materials that meet national energy efficiency standards.

All work is guaranteed, and we offer post-installation support to address any issues related to the project. A quality management system is in place and ensures faults or mistakes are identified and rectified in good time.

#### Health and Safety:

Our team follows strict health and safety protocols to protect your family, home, and our workers.

#### Environmental Commitment:

We prioritise environmentally friendly practices, aiming to reduce waste and use sustainable materials in our retrofit solutions.

#### Confidentiality:

Any personal information that you volunteer will be treated securely and confidentially in accordance with the Data Protection Acts 1988 –2018 and the General Data Protection Regulation (GDPR).

## CUSTOMER CARE CHARTER

### Post Construction:

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.

### Vulnerable Householders:

REIOSS 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.

### Monitoring and Reporting:

We monitor our performance to ensure continuous improvement in our services. Key performance indicators include:

- Customer Satisfaction Surveys
- Projection Completion Times
- Complaint Resolution Rates

Your feedback helps us improve and deliver the best possible service.

This customer care charter will be reviewed and updated on an ongoing basis.

Signed & Dated



-----  
Paddy Sweeney, Managing Director.

21/10/2024

-----  
Date

## SERVICE COMPLAINTS PROCEDURE

At Retrofit Energy Ireland One Stop Shop we aim to deliver the highest standard of works and customer service as outlined in our Customer Charter. If this has not been your experience, please contact us immediately and we will deal with your complaint quickly and in confidence. We welcome all feedback both positive and negative.

Our Customer Complaints Procedure is in place to ensure that all complaints are dealt with in a consistent, fair, and transparent manner.

### Making a Complaint:

If you are unhappy with any aspect of our service, you can contact us by Phone on 01 8010140

Or Email: [customercare@reil.ie](mailto:customercare@reil.ie)

Or Post: Complaints  
Retrofit Energy Ireland One Stop Shop Limited  
Unit 11 Block 4, Ashbourne Business Park  
Ashbourne, Co Meath, A84 AK12

When making your complaint please include:

Your name, address, and/or email.

The nature of your complaint or observation, please try to be as clear as possible as this will help us understand your complaint and respond to you promptly.

### Acknowledging the Complaint:

We commit to acknowledging your complaint within 5 working days of receiving same.

### Investigation:

A 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. Wherever possible, your complaint will be dealt with by someone who has not been involved in your case previously.

### Outcome:

**Complaints on quality of service:** Complaints about the quality of service being provided by a member of staff or team will be considered by the relevant manager. The manager will endeavour to resolve any issues identified, and a response issued within 20 working days of the original complaint unless a viable reason for a delay is documented.

**Complaints on quality of works:** 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, a response outlining a proposed solution will be issued within 20 working days of the original complaint unless a viable reason for a delay is documented. The works must be rectified, and any remedial works required to ensure the property is left as found.

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.

If the issue is not resolved, please communicate to the director in writing or by email to [urgent complaints@reil.ie](mailto:complaints@reil.ie) and contact will be made again with the client. This will be resolved no later than 21 days after receipt of same.