

GreenWatt Customer Charter



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Director Greenwatt Limited

Introduction

This Customer Service Charter is a commitment to the quality of our service delivery to you and sets out the principles to which we operate our business.

We are committed to continuously monitoring and improving the quality of the service delivery to you.

This customer charter is available on our website at www.greenwatt.ie

Greenwatt Commitment to our Customers:

- Service Delivery to Customer Needs
- Excellence in Customer Service
- Integrity in Service Delivery
- Commitment to Quality
- Sustainability
- Customer Satisfaction

Service Delivery

Our One Stop Shop is designed with the customer in mind with a mission to take the hassle out of home retrofit. We design a bespoke retrofit solution for your home and your pocket. Our retrofit specialists manage all stages of the home retrofit from design, completion of works to grant payment. As part of our service package, we provide independent advice and a suite of options which will help you futureproof your home.

Excellence in Customer Service

We will consistently engage with you the customer throughout the various stages of upgrade, ensuring your needs and expectations are met. Our company structure and in-house expertise allow us to minimise turnaround times and allow us to upgrade of your home within a short timeframe. Our Craftspeople work SEAI standards every day and as part of our commitment to you we strive to meet the highest quality standards. As a company we consistently evaluate our performance, this ensures we can continuously improve our services and provide you the customer with a premium retrofit service.

Integrity in Business

We carry out business with a high level of integrity. We ensure that all our dealings with you the customer are honest, open and transparent when it comes to retrofit works and retrofit costs. We clearly communicate your options as a customer, how we work and what you can expect from us as a One Stop Shop. You can trust Greenwatt to complete your home retrofit to a high standard.

Commitment to Quality

We are committed to quality; we employ highly skilled crafts people in the delivery of your home retrofit. We have developed our own works and quality processes to ensure quality is integrated throughout the retrofit process, we adhere to SEAI's requirements and carefully follow their guidance. We ensure the products we use are of a high quality, some products are certified by external bodies such as the NSAI.

Sustainability

As a company who delivers sustainable retrofits we apply sustainability principles throughout our business. We have a waste policy and waste policy in place. We ensure that our staff practice environmentally friendly works practices and have a high level of environmental awareness. 97% percent of the waste we send to our waste collector (Oxigen) is recovered for recycling. We ensure our equipment is clean, well maintained and

operating correctly to minimize dust, chemical spills and noise. We do our best to minimise environmental impact and additional costs caused by the creation of waste.

Complaints Procedure

Customer satisfaction is important to us. We use customer feedback to continuously improve our services. Where a customer has positive or negative experiences of our One Stop Shop service we want to hear from you. All complaints and feedback will be listened to and dealt with in a fair and sympathetic manner.

What is a complaint?

A complaint is a written expression of dissatisfaction about the service provided by Greenwatt Ltd or any of its third parties working on behalf of Greenwatt Ltd.

Who can lodge a complaint under this procedure?

A person who requests, receives or is directly impacted by the services of Greenwatt Ltd can use our complaints procedure, this includes a client, a clients nominated representative.

What can be complained about under this procedure?

Complaints shall be directly related to the level of service provided by Greenwatt Ltd or our third parties, these include topics such as:

- Administrative Processes
- Interaction with Personnel
- Time Delays
- Mistakes
- Quality of Works
- Cleanliness
- Disruption

How can a complaint be lodged under this procedure?

A complaint shall be written and submitted to our complaints department by email or post.

By Post: Greenwatt Ltd, Lisduff, Virginia, Co. Cavan A82 CR23

Complaints email: complaints@greenwatt.ie

In order to deal with your complaint promptly please include the following information:

- Your name
- Address
- Email address
- Telephone number
- Job Reference number
- A detailed description of the basis of the complaint, and any evidence.
- If submitting a complaint on behalf of a client, please provide your name and contact details and confirmation of their consent for you to deal with the complaint.

How we Manage your complaint

The complaint should be submitted in line with the Greenwatt Ltd's complaints procedure.

In terms of timelines Greenwatt Ltd. endeavours to:

- Acknowledge a complaint within 24 hours of receipt.
- Resolve the complaint within 48 hours, failing this we will put a mutually agreed plan in place to bring the complaint to a satisfactory resolution.

Escalation of a Complaint by the Customer

Where Greenwatt have not responded within the timelines of the complaints process the customer has the right to escalate the complaint. The customer should escalate the complaint by sending all relevant information outlined in the initial complaint to the following email address.

Complaints Escalation Email: martinor@greenwatt.ie

Respect & Behaviour

We treat our customers with respectful courteous manner, and we expect the same in return from our customers. Greenwatt does not condone the following behaviour towards our staff:

- Disruptive behaviour
- Harassment
- Use of violence or threat of violence
- Malicious damage to premises or theft of our company's property
- Smoking in and around work areas

Keeping Our Promise through our Customer Charter

As part of our Quality Management System Greenwatt Ltd will regularly review the effectiveness and suitability of this Customer Charter. We will ensure that this Charter is effective in helping to deliver a high-quality service for our customers.