

## Customer Charter

### **Our commitments to you – Our Customer**

Our aim is to provide you, our customers, with the energy upgrade that you need at a price that ensures excellent value for money without sacrificing your customer experience with us. We also want to ensure that the products and services that we deliver to you are best in class and adhere to all best practice methods in according with SEAI guidelines.

We strive to ensure your Ashgrove Home Energy Upgrade experience is seamless and trouble free. We operate a fully holistic approach to each project to ensure that each project gets the bespoke attention it deserves and to deliver excellence in customer service.

### **Our overall customer service standards**

Ashgrove Renewables works to ensure that all customers have easy access to clear, timely and accurate information at all points of contact.

We can be contacted by telephone, mail and email or through our website at [www.ashgrove.ie](http://www.ashgrove.ie)

Our customer service staff will be polite and courteous at all times and will give you their name. We listen and respond to our customer's needs and welcome any feedback in relation to the services we provide. We train our staff to deliver the services outlined in this charter. We will keep our training up to date and we monitor and measure the services we provide to make sure we are keeping our promises.

### **Up to date information**

We will endeavour to keep in the lines communication open with you at all times during your time with us from initial contact stage, right through to handover of your energy upgrade and into the future for any troubleshooting and service requirements you will have.

### **GDPR**

In accordance with your data retention and documentation management policy we promise never to share your information with anyone without your consent. The only people that would have access to your contact information would be Ashgrove Renewables employees or nominated subcontractor who may be carrying out works on our behalf.

### **Issues**

We will resolve your issues as quickly as possible. Our advisers are here to help and will generally be able to answer your query on the spot. If not, we will tell you what we need to do and arrange a time to call you back with a solution.

### **Complaints / Appeals**

At Ashgrove Renewables we set out to deliver the high standard of customer service. For times that we have not achieved this level of service, please let us know immediately and we will deal with your complaint in confidence. We have put in place a Customer Complaints Procedure which aims to ensure that complaints are dealt with in a consistent, fair and transparent manner. If you are unhappy with any aspect of our service, please:

Phone us on 0818 626 626

Or

Email us at:

[info@ashgrove.eu](mailto:info@ashgrove.eu)

All complaints should be addressed for the attention of the Complaints Department. All complaints will get a prompt reply noting the receipt of the complaint/appeal and within a maximum of 2 working days, the customer will receive a

comprehensive proposed course of corrective action to solve the offending issue from our independent Quality Assurance Team. If this course of action is not to the customer's satisfaction the complaint will be escalated to our Operations Manager who will liaise directly with the complainant. The Operations Manager can be contacted through [operations@ashgrove.eu](mailto:operations@ashgrove.eu). All complaints will get a prompt reply noting the receipt of the complaint/appeal and within a maximum of 2 working days, the customer will receive a comprehensive proposed course of corrective action to solve the offending issue.

Where possible complaints will be dealt with on the spot if the solution is to hand.

### **Feedback**

We welcome all feedback both positive and negative as both give us the opportunity to assess where we are working well and also where we need to focus our attention to make your customer journey and future customer journeys better.

Please note: We will always aim to do our utmost to meet the above commitments, but there may be rare occasions where we are unable to do so for reasons outside of our control (for example, during holiday period due to staff coverage etc). In these instances, there may be times where our ability to deliver on these commitments is compromised.

A handwritten signature in black ink that reads "Cormac Murphy".

Cormac Murphy  
Director  
06/04/2022