



CUSTOMER CHARTER

Your Trusted Retrofit One Stop Shop Provider

Dedicated to transforming your home with seamlessly integrated energy efficient solutions.

Customer Service Officer
Retrofit Design Ltd
13 Knocklyne Valley
Killorglin, Co. Kerry
V93 AK59

Ph: 066 9762746
info@retrofitdesignltd.ie

Background

At Retrofit Design Ltd, we are committed to delivering exceptional deep retrofit solutions to enhance your home's comfort, efficiency, and sustainability. We have proven this by continuously delivering an excellent service in each aspect of our deep retrofits. Our Customer Charter embodies our commitment to you, as our valued customer, thus ensuring transparency, quality, and satisfaction. However, if you feel we have not delivered a quality service, we endeavour to put things right for you as we believe it is essential to learn from our errors and use them to improve our quality of service in the future.

Our Policy and Commitment to Quality and Excellence

Retrofit Design believes customer satisfaction is when we do not just meet but exceed our customers' expectations. Our customer feedback surveys keep us informed and we are dedicated to continuously delivering excellent service to all our customers. However, in the event, that we fall short, or do not meet your expectations, we are eager to remedy this situation and ask that you follow our comprehensive complaints procedure.

Complaints Procedure

Depending on the nature of the complaint, we recommend you provide us, in writing, details of the complaint. We outline below our complaints procedure process to provide you with a clear step-by-step guide to managing complaints.

Initial Complaint

In the event you have a complaint, you can call 066 9762746 or email info@retrofitdesignltd.ie. At the outset, we recommend you email your complaint which will be investigated by the Contracts Manager or Project Manager assigned to your project. We recommend you provide us with as much detail as possible including but not limited to; the nature of the complaint, the persons responsible, and the service you received versus your expectation. We will acknowledge receipt of your complaint within 3 working days. Over the following 15 days, the Contracts Manager and the Project Manager will review your complaint and provide you with a

proposed resolution. Throughout this process, we will ensure to keep you updated on progress and timeframes.

Escalated Compliant

Should you believe the proposed resolution to be unsatisfactory, you may escalate the matter to the Senior Management team by submitting an email to info@retrofitdesignltd.ie and address the email by adding "Compliant Escalation" on the subject line, to ensure it will be prioritised and directed to the Senior Management Team. You will receive an acknowledgement within 3 working days and a proposed resolution will be served within 15 working days. Again, throughout this process, we will endeavour to keep you informed on progress and timeframes.

Should we not provide you with a satisfactory resolution, you reserve the right to raise your complaint with the Office of the Ombudsman.

Learning Lessons - Continuous Improvement

Complaints and appeals will be logged to help us form an exact picture of the quality of services provided and to identify areas needing improvement. Feedback will be provided to our team concerning any complaints we receive and where complaints show system flaws, procedures will be reviewed to ensure the action will be taken to avoid recurrences.

Telephone Contact Number:

066 976 2746

Signed: 

General Manager

Date: 31.07.2024