



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
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Customer Charter

Retrofit Design Ltd. – Your Trusted One Stop Shop Provider

At Retrofit Design Ltd, we are committed to delivering exceptional deep retrofit solutions that enhance your home's comfort, efficiency, and sustainability. Our Customer Charter reflects our dedication to providing transparent, high-quality service and ensuring your satisfaction at every stage of your retrofit journey.

Our Promise to You

We believe true customer satisfaction goes beyond meeting expectations - it's about exceeding them. With a focus on continuous improvement, we regularly gather customer feedback and use it to shape and improve our service delivery.

If we ever fall short, we are committed to putting things right and learning from the experience to ensure better service in the future.

Complaints Procedure

We understand that sometimes things may not go as planned. If you are dissatisfied with any aspect of our service, please follow the steps below to help us resolve the issue promptly and fairly.

Step 1: Submit Your Complaint

- Call us on 066 976 2746 or email info@retrofitdesignltd.ie.
- To help us investigate efficiently, please include:
 - A clear description of the issue
 - The names of any team members involved (if known)
 - The service you received versus what you expected

We will acknowledge receipt of your complaint within 3 working days. Our Contracts Manager or Project Manager will investigate and provide a proposed resolution within 15 working days. We'll keep you updated throughout the process.

Step 2: Escalation (If needed)

If you're not satisfied with our proposed resolution:

- Email info@retrofitdesignltd.ie with **"Complaint Escalation"** in the subject line.
- Your complaint will be reviewed by our Senior Management Team.
- You'll receive acknowledgment within 3 working days, and a proposed resolution within 15 working days.

If you're still not satisfied, you may contact the Office of the Ombudsman for further assistance.

Commitment to Continuous Improvement

Every complaint and appeal is logged and reviewed to help us understand our service quality and identify areas for improvement. Lessons learned are shared internally, and any necessary procedural changes are implemented to prevent future issues.

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