



CUSTOMER CHARTER

Your Trusted Retrofit One Stop Shop Provider

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

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Customer Charter

Background

At Retrofit Design Ltd, we are committed to delivering high-quality deep retrofit solutions designed to improve the comfort, energy efficiency and sustainability of your home. Our goal is to provide a professional, transparent and customer-focused service throughout every stage of your retrofit journey. This Customer Charter outlines the standards of service you can expect from us and the continuous improvement steps we are taking to ensure your satisfaction. While we strive to always deliver the highest level of service, we recognise that occasional issues may arise. If this occurs, we are committed to addressing the matter promptly, fairly and transparently.

Our Commitment to Quality and Customer Service

At Retrofit Design Ltd we aim not only to meet but to exceed our customers' expectations. We are committed to delivering high-quality retrofit services while maintaining open and clear communication throughout each stage of the project. Our team strives to provide transparency in project planning and delivery so that customers are fully informed throughout the process. Customer feedback is actively encouraged and monitored, allowing us to identify opportunities for improvement and continually enhance the quality of

What You Can Expect from Us

Customers can expect a professional and supportive service from Retrofit Design Ltd. We aim to communicate clearly at every stage of the retrofit journey and provide honest advice and guidance regarding energy upgrade solutions. All projects are managed by qualified and competent personnel who ensure works are delivered in accordance with SEAI program requirements and relevant regulations. Our team respects your home, property and privacy during work and will respond promptly to any questions, concerns or requests for clarification throughout the project.

What We Ask from Our Customers

To ensure that projects run smoothly and efficiently, we ask customers to work collaboratively with our team. This includes providing accurate information about the property and project requirements and allowing reasonable access to the property for surveys, assessments and works. Customers are also asked to review project documentation in a timely manner and communicate any concerns or queries as early as possible. By maintaining open communication and adhering to agreed project timelines and contractual arrangements, we can work together to achieve the best retrofit outcome.

Customer Service Standards

Retrofit Design Ltd is committed to maintaining clear and responsive communication with all customers. We aim to respond to general enquiries within two working days and acknowledge any formal complaint within three working days. Where a complaint is received, we will investigate the matter and aim to provide a proposed resolution within fifteen working days. Throughout the retrofit process we endeavor to keep customers informed of project progress, timelines and next steps, ensuring that all interactions are handled professionally, respectfully and fairly.

Customer Protection Statement

Retrofit Design Ltd is a registered One Stop Shop (OSS) provider with the Sustainable Energy Authority of Ireland (SEAI) and is committed to delivering retrofit services in accordance with SEAI program requirements. We ensure that all works carried out under SEAI-supported schemes are completed to the highest standards of quality, safety and transparency. Customers receive clear information regarding project scope, grant eligibility, contractual arrangements and project timelines so that they remain fully informed throughout the retrofit process. Our approach supports the delivery of safe; high-quality and energy-efficient home upgrades aligned with Ireland's national climate and energy objectives.

Complaints Procedure

If you wish to raise a complaint, you may contact Retrofit Design Ltd by telephone at **066 9762746** or by email at info@retrofitdesignltd.ie. We recommend submitting complaints in writing so that full details of the issue can be reviewed effectively. Once a complaint is received, it will be investigated by the relevant Contracts Manager or Project Manager responsible for the project. Customers will receive acknowledgment of the complaint within three working days and a proposed resolution within fifteen working days. If the proposed resolution is not satisfactory, the complaint may be escalated to Senior Management by emailing info@retrofitdesignltd.ie with the subject line "Complaint Escalation".

Senior Management will review the matter and provide a further response within the same timeframes. If the matter remains unresolved, customers may seek independent advice from the Competition and Consumer Protection Commission (CCPC) or refer the matter to the Office of the Ombudsman.

Learning from Feedback – Continuous Improvement

All complaints and customer feedback are recorded and reviewed to help us monitor the quality of our services and identify opportunities for improvement. Where issues are identified, our internal procedures and systems are reviewed to ensure that corrective actions are implemented and that similar issues are prevented in the future. This approach supports our commitment to continuous improvement and high standards of customer service.

Communication and Availability

This Customer Charter is available to customers, employees and relevant stakeholders. The document is reviewed periodically to ensure that it remains accurate, relevant and aligned with our service commitments and organisational values.

Document Ref.	Revision	Change Description	Reason for Change
QEHSF34.5	R1	Original	Incorporate OSS
QEHSF34.5	R2	Service Change	Updated Service Commitments
QEHSF34.5	R3	Customer Complaints	Updated Customer complaints and procedure reference
QEHSF34.5	R4	Customer/Consumer Protection Statement	Alignment with IMS & SEAI Consumer Rights & Remedies Policy & (CRA 2022)

Signed:  _____

General Manager
Retrofit Design Ltd

Date: 31/12/2025