



# CUSTOMER CHARTER

INSULATION | HEATING | RENEWABLES

## Dear Customer,

At Churchfield Home Services, our goal is to make your home more comfortable, more energy efficient and to help you create a healthy, comfortable, living environment for you and your family. We value and understand the importance of putting our customers at the centre of our business operations and are fully committed to providing the highest standards of customer service through the services we provide.

## For this reason, we have set out our Customer Service Commitments below:

1. We are committed to providing our services in a manner that is customer focused and puts our customer requirements at the very centre of our business.
2. We are committed to listening to and understanding our customers service experience so therefore provide all of our customers the opportunity to provide valuable feedback at all stages throughout a project lifecycle.
3. We are committed to continuously innovating and digitising the way in which we deliver our services to enhance communication and engagement with our customers throughout the lifecycle of your project.
4. We are committed to continuously measuring and monitoring the levels of customer services provided to our customers and always looking for ways to improve.
5. We are committed to ensuring all of our staff are well-trained, customer focused and are part of a workforce that continues to embrace the true meaning of 'quality of service', which will enable us to deliver on our commitment to customer service.

Finally, we would like to sincerely thank you for your valued custom, and we look forward to continuing to be of service to you into the future.

Yours Sincerely,

Noel Rowland,  
**Managing Director**

Signed: 

## Quality of Service



Churchfield Home Services is committed to providing the highest quality service delivery for all services provided to our customers, while continuously monitoring and improving the quality of our service delivery in every aspect of how we operate.

### **Our service to you can be summarised in the following commitments:**

- We will treat you with the courtesy and respect that we ourselves would wish to be receive.
- We will listen carefully to your needs and will always endeavour to provide you with the best possible solution, to meet with your requirements each and every time.
- We will always endeavour to provide you with the best value solution for your particular situation.
- We will work tirelessly to ensure that you are entirely satisfied with the service we provide.

### **Our service standards are based on our three service standards:**

1. SEAI Code of practice for the delivery of energy efficiency upgrades
2. NSAI - S.R. 54:2014 Code of Practice
3. Department of the Environment Building Regulations

**Arising from three service standards we are making five specific pledges to you on the following pages.**

### **Churchfield Home Services operates with the guidance of international best practice set out in the following ISO standards:**

- ISO 9001:2015 (Quality Management System)
- ISO 14001:2015 (Environmental Management)
- ISO 45001:2018 (Occupational Health & Safety)

**We hope that your experience of our services validates our commitment to quality.**

## Customer Charter Commitments



### Providing Choice:

We are committed to providing our customers with unrivalled choice and advice on the type and range of services provided, in order to enable our customers to make the right choice that best fits their particular set of requirements



### Quotation Transparency:

We believe in complete transparency, in particular transparency in relation to quotations. This enables our customers to understand exactly what they are getting for their money, thus allowing them to properly realise the value Churchfield Home Services provides, while also building a foundation for a trusting relationship.



### Quality Installations:

Quality assurance is key to everything we do and that is why we audit 100% of our installations to ensure our quality standards are adhered to at all times. We are also committed to continually improving every aspect of how we deliver our services, to ensure we remain at the forefront for our customers.



### Customer Service

Choice, transparency and quality are nothing if you do not have well defined customer service commitments. At the heart of good customer service is communication.

This is why we endeavour to ensure that our staff are experienced in dealing with customer communication and are well versed in our internal procedures, allowing for an enjoyable customer experience. Our staff will continually explore new and better ways of delivering our service.



### Value for Money

Value for money is core to our business objectives, as this enables the company to grow in a sustainable manner to the benefit of our customers and staff.

## Your Feedback is Important

We are fully committed to offering you the very best in Customer Service and our aim to get it right first time, every time. However, should it be a case that we fail to meet your expectations at any time, we would ask that you please provide us with the necessary feedback or details of your complaint so that we can process it quickly and efficiently. There are many ways of providing us with your feedback which include,



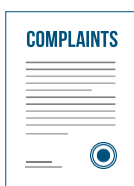
### By Phone:

Reporting it to a member of our Customer Care Team on **096-38555**  
**(Monday - Thursday 8am - 5pm; Friday 8am - 4pm).**



### By Email:

Send us an email via **customer@churchfieldhomeservices.ie**.  
Our dedicated team will ensure to contact you back within **24 hours**.



### We have established a complaints procedure which:

- Is easy to use.
- Deals effectively and efficiently with a complaint in a professional manner.
- Allows you to escalate your complaint to the company's Formal Complaint Procedure, should you not be satisfied with our Informal response.






Where possible, we will try to resolve your complaint during our initial phone call. Should this be not possible, we will acknowledge your complaint in writing/email or by telephone within 24 hours of receipt, working towards resolving your grievance as quickly as possible (within a maximum of 5 working days).

We will begin an investigation of your complaint and respond within 48 hours of receipt, requesting any additional information as required. We will also keep you informed of any actions that will be taken and endeavour to satisfy your concerns. Should it be a case that you are not wholly satisfied with this response, you will be provided with an opportunity to raise your concerns at Senior Management level, by contacting us formally through any of the above methods.

**All members of Churchfield Home Services Customer Care team are trained and able to log a complaint when received by any of the methods listed above.**

## Informal Complaint Procedure

Churchfield Home Services will always seek to have a customer complaint resolved as quickly and efficiently as possible and will therefore initially seek to resolve a complaint informally. The Informal Procedure involves the following:

-  All customers who have lodged a complaint will be contacted directly within 24 hours of the complaint having been received by a member of the company's Customer Care Team (excluding weekends & bank holidays) with an acknowledgement of receipt.
-  The nature of the complaint will be reviewed, and an investigation initiated within 48 hours from the time of the initial complaint being received (excluding weekends & bank holidays).
-  A solution will be identified to address the complaint, with as little disruption to the customer as possible; and an offer made to the customer to remediate/alleviate the situation.
-  Where an immediate solution is not possible, within we will provide the customer with a detailed response of what action will be taken to address the issue, by whom and when, within 5 working days of notification.
-  In the event the complainant is still not satisfied with solution being offered, this may then be escalated to the company's formal complaint procedure.

## Formal Complaint Procedure

All formal complaints received will be acknowledged via email within 24 hours of receiving the complaint (excluding weekends and bank holidays).

### The acknowledgement will confirm:

1. The nature of the complaint submitted.
2. Contact details for Customer Care representative responsible for processing the complaint.
3. Outline a timeframe for the complaint to be investigated.

### Complaints are investigated as outlined below:

1. Review of all of the circumstances that led up to the incident occurring.
2. Review all pertinent information on file for a customer job (if applicable).
3. Arrange an independent technical assessment of the works completed, to ascertain the quality of works provided.
4. Identify any employees related to/involvement with the complaint and ascertain their feedback to the issue.

### Next steps:

Once the complaint has been thoroughly investigated, the Customer Care representative will review the findings with the company's Quality Manager to determine:

- The appropriate corrective action necessary.
- The appropriate preventative action to be taken (based on a root cause analysis) to ensure the matter does not reoccur.

Once the matter has been thoroughly investigated internally, Churchfield Home Services will take all necessary steps to address and resolve the issues identified as part of the investigation. Upon completion of all necessary corrective measures, Churchfield Home Services will seek to implement the necessary preventative measures in order to inhibit such issues arising in the future.

 01 253 0502

 [customercare@churchfieldhomeservices.ie](mailto:customercare@churchfieldhomeservices.ie)

 [www.churchfieldhomeservices.ie](http://www.churchfieldhomeservices.ie)

THE HIGH QUALITY **HOME**  
**IMPROVEMENT** SPECIALISTS

  
**churchfield**  
HOME SERVICES