

# COMPLAINTS POLICY

Energlaze is committed to dealing effectively with any complaints you may have about our service. If we got something wrong, we will apologise and where possible we will try to put things right.

We also aim to learn from our mistakes and use the information we gain to improve our services.

## WHEN TO USE THIS POLICY

When you complain to us, we will usually respond in the way we explain below.

### INFORMAL COMPLAINT RESOLUTION

If possible, we believe it is best to deal with things as soon as possible and in the easiest and most direct way. If you have a complaint, raise it with the person you are dealing with. They will try to resolve it for you there and then. However, they may need time to look into it, so please allow 5 working days. If there are any lessons to learn from addressing your complaint, the member of staff will draw them to our attention. If the member of staff can't help, they will explain why and you can then ask for your complaint to be formally investigated.

### FORMAL COMPLAINT RESOLUTION

You can make a complaint in any of the ways below:

- Phone us on (01) 901 1635
- You can use the form listed below
- You can e-mail us at [info@energlaze.ie](mailto:info@energlaze.ie)
- You can write a letter to us at the following address:

Energlaze  
External Unit 2/3,  
Strandfield Business Park,  
Rosslare Road,  
Wexford.

### WHAT SHOULD YOU INCLUDE IN YOUR COMPLAINT

- Remember to state your name, address and telephone number (and email, if applicable) and whether you are acting on behalf of someone else.
- Briefly describe what your complaint is about stating relevant dates and times, if applicable.
- List your specific concerns starting with the most important concern
- Be clear about what you are hoping to achieve (for example an apology, explanation, etc.)
- State your preferred method of communication. It will help if extra information and/or copies of relevant documents are attached to your complaint.

### COMPLAINT ACKNOWLEDGEMENT

We will formally acknowledge your complaint within 2 working days and let you know how we intend to deal with it. We will ask you to tell us how you would like us to communicate with you and establish whether you have any particular requirements for example, if you have language difficulties. We will deal with your complaint in an open and honest way.

### INVESTIGATION

We will aim to fully investigate your complaint and issue you with a final response within 28 days from the date we received your formal complaint. This time will be used to fully investigate your complaint, carry out any additional surveys that may be needed (where applicable), and issue a plan of action to resolve your complaint. We will tell you who we have asked to investigate your complaint.

We will set out to you our understanding of your complaint. We will also ask you to tell us what outcome you are hoping for. If there is a simple solution to your problem, we may ask you if you are happy to accept this.

### OUTCOME

If we formally investigate your complaint, we will let you know what we have found in keeping with your preferred form of communication. This could be by letter or email, for example. If necessary, we will produce a longer report. We will explain how and why we came to our conclusions. If we find that we got it wrong, we will tell you what and why it happened. If we find there is a fault in our systems or the way we do things, we will tell you what it is and how we plan to change things to stop it happening again. If we got it wrong, we will always apologise.

If your complaint is complex we will;

- let you know within this time why we think it may take longer to investigate
- tell you how long we expect it to take.
- give you regular updates of each stage of your query on any progress made.

The person who is investigating your concerns will aim first to establish the facts. The extent of this investigation will depend on how complex and how serious the issues you have raised are. In some instances, we may ask to meet you to discuss your complaint. Occasionally, we might suggest mediation or another method to try to resolve disputes.



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When investigating your complaint, we will look at relevant evidence. This could include files, notes of conversations, letters, emails or whatever may be relevant to your complaint. If necessary, we will talk to the staff or others involved and look at our policies and any guidance.

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## PUTTING THINGS RIGHT

If we didn't do something well, we will always aim to put it right.

## LEARNING LESSONS

We take your complaints seriously and try to learn from any mistakes we have made. Our senior management team considers a summary of all complaints on a regular basis and we feed this information into our plans for continuous improvements.

## WHAT IF YOU NEED HELP

Our staff will aim to help you make your complaint known to us. If you need extra assistance, we will try to put you in touch with someone who can help.

## WHAT WE EXPECT FROM YOU

In times of trouble or distress, some people may act out of character. There may have been upsetting or distressing circumstances leading up to a complaint. We do not view behaviour as unacceptable just because someone is forceful or determined. We believe that all complainants have the right to be heard, understood and respected. However, we also consider that our staff have the same rights. We, therefore, expect you to be polite and courteous in your dealings with us. We will not tolerate aggressive or abusive behaviour, unreasonable demands or unreasonable persistence.

## PROCEDURE TO INCLUDE

Your details should be included such as:

- Full Name
- Title: Mr/Mrs/Miss/Ms/ if other please state:
- Full Address
- Your email address
- Daytime phone number
- Mobile number

Please state by which of the above methods you would like us to contact you. Your requirements. If our usual way of dealing with complaints is difficult for you, please tell us so that we can discuss how we might help you. The person who experienced the problem should normally fill in this form. If you are filling this in on behalf of someone else, please fill in section B. Please note that before taking forward the complaint we will need to satisfy ourselves that you have the authority to act on behalf of the person concerned.



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SECTION A	YOUR DETAILS
Surname	
Forename(s)	
Title (e.g. Ms, Mr, Mrs...)	
Address Line 1	
Address Line 2	
Town	
County / City	
Eircode	
Email Address	
Daytime Phone Number	
Mobile Number	
<b>Please state by which of the above methods you would like us to contact you:</b>	

## Your requirements

If our usual way of dealing with complaints is difficult for you, please tell us so that we can discuss how we might help you. The person who experienced the problem should normally fill in this form. If you are filling this in on behalf of someone else, please fill in **section B**.

**Please note** that before taking forward the complaint we will need to satisfy ourselves that you have the authority to act on behalf of the person concerned.





# COMPLAINTS POLICY



## SECTION C CONTINUED

**Describe how you personally, or the person you are representing, suffered or has been affected. What do you think should be done to put things right?**

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**Have you already put your concern to the frontline staff responsible for delivering the service? If so, please give brief details of how and when you did so.**

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If you have any documents to support your concern/complaint, please attach them with this form.

**Signature:**

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**Date:**

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When you have completed this form, please send it to:

**Dariusz Miksa, OSS Complaints Manager**

**Email: [dariusz@energlaize.ie](mailto:dariusz@energlaize.ie) and copy [info@energlaize.ie](mailto:info@energlaize.ie)**

**Address:** Energlaize, External Unit 2/3, Strandfield Business Park, Rosslare Road, Wexford.

**Please feel free to attach additional notes to any question or comment area.**

