

# CUSTOMER CHARTER

Since 2012, EnerGlaze has helped improve the overall comfort of literally thousands of Irish homes by retrofitting Low-E-Plus™ heat-retaining window glass into existing window frames.

In 2017, the business transitioned to offer customers a full range of energy upgrades in line with growing customers demands and the Government's Action Climate Plan.

EnerGlaze Home Energy Upgrades continues to introduce a wider choice of energy efficient and renewable products, designed to increase the year-round comfort of your home and help reduce the nation's carbon footprint.

## Our values & vision

We are guided in our work by our principles of professionalism and good customer service.

We want to be an organisation that;

- Is valued by its customers for its expertise and sound advice
- Plays a role in the national agenda for energy efficiency
- Is seen as innovative and recognised as a go to company for advice on new energy efficient products

## Our customers

We have a broad range of customers. Customers to us are people who generally live in their own homes and have an interest in creating more comfortable and energy efficient environments.

## Our customers service promise

### Service

We will work to deliver a high standard and continuously improve our service to customers.

### Products

We will ensure that all products installed are designed for purpose and of the highest quality and standard complete with relevant performance guarantees.

## Communications

We will work to give you timely, relevant, clear information regarding interactions with our sales and trades people and welcome feedback to ensure all interactions are positive.

## Your opinions and feedback

We listen to and encourage feedback from customers with a view to addressing issues or shortfalls and improving our overall business offering. If you are not satisfied with the service we provide or a decision we have made you should let us know and we will deal with the matter promptly, impartially and in confidence, the following is an outline of our procedure.

## How to make a complaint

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

The General Manager  
Energlaze  
Ext. Unit 2/3  
Wexford Enterprise Centre,  
Strandfield Business Park,  
Rosslare Road,  
Wexford.

Informal complaints can be submitted to the person you have been dealing with. These complaints can take up to 5 business days to be investigated and responded to. Formal complaints can take 2 business days to be acknowledged and 28 days to be investigated and responded to.

## Health & safety

We will work to ensure that all of our interactions fully comply with all codes of practice and the highest Health & Safety standards appropriate for all elements and aspect of our business as set out in the Safety, Health and Welfare at Work Act 2005 (amended).

