

CHS Customer Charter

Dear Customer,

Churchfield Home Services are one of Ireland's leading Home Heating and Insulation Specialists committed to supplying high quality professional services to homeowners throughout Ireland.

Churchfield Home Services have developed new systems to deliver unrivalled customer care to all our customers and we are dedicated to improving all customer experiences.



We are 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:

1. We will treat you with courtesy and respect as we ourselves would wish to be treated.
2. 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.
3. We will always endeavour to provide you with the best value solution for your particular situation.
4. 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 standard we are making five specific pledges to you on the following pages.

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

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: _____

Managing Director

4th January 2016

What we are committed to....

1) Providing Choice

We are committed to providing our customers with unrivalled choice and advice in the types and ranges of services we provide to enable our customers to make the right choice that best fits their particular set of requirements.

2) Quotation Transparency

We believe in complete transparency, in particular transparency in relation to quotations which enables our customers to understand exactly what we are getting for their money and allowing them to properly access the value we are providing while also providing a foundation for a trusting relationship to build.

3) 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 and are also committed to continually improving every aspect of how we deliver our services to we can continuously remain ahead of our competition, you will receive a detailed copy of all of your warranties within 14 days of your installation being completed.

4) Customer Service

Choice, transparency and quality are nothing if you don't have customer service and at the heart of good customer service is communications and that is why we endeavour to ensure that our staff:

- Have the relevant knowledge and experience, responsibility and authority, to deal with your enquiries or refer you to someone who can.
- Deliver our services in a friendly, professional, prompt and inclusive manner.
- Treat you with courtesy and professionalism.
- Give you clear, accurate and helpful information.
- Deal with your requests, enquiries and concerns promptly.
- Treat all customers equally and without discrimination.
- Maintain confidentiality at all times.
- Continually explore new and better ways of delivering our service.

5) Value for Money

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

Other important stuff....

Equality

In our dealings with customers we will ensure the rights to equal treatment established by equality legislation are upheld. Churchfield Home Services does not discriminate on the grounds of age, disability, gender, family status, race, religious belief, sexual orientation and membership of the traveller community.

Privacy and Confidentiality

All information, both personal and business, provided by you, will be dealt with in total confidence and in a manner that respects your dignity.

How to Make a Complaint

Our staff are dedicated to providing a professional service and getting things right first time. Despite our best endeavours we recognise that things may not always meet customer expectations. We have a standard procedure in place to ensure that we investigate your complaint fully and fairly.

Some complaints can be dealt with immediately. Where this is not possible we will acknowledge your complaint in writing or by telephone to confirm that we have understood your concerns correctly.

If you wish to raise a matter with your Project Manager they will log the matter with the Customer Care department, who in turn will contact you via telephone to develop an action plan with you.

We will investigate your complaint and respond within 5 working days of receipt. We will also inform you of any actions and endeavour to try satisfying your complaint.

If you are not satisfied with this response you may raise your concerns at a more senior level by writing formally to the following address,

Customer Care Department,
Unit B7, Clonlara Avenue,
Baldonnell Business Park,
Dublin 22.

All written communications will be responded to officially within 5 working days. Churchfield Home Services provides a dedicated Customer Care Department operational Monday to Friday from 8am-5pm via (01) 410 58 54 where you may log any complaints.