



Customer Charter

Kingdom Installation commits to:

- Deliver our services to all stakeholders in a timely, effective and professional manner, and in accordance with our values.
- Conduct our business in a fair, open and transparent manner, with regard to your privacy and confidentiality.
- Strive for excellence in the development and delivery of services through active consultation and continuous improvement.
- Provide maximum possible access and choice in the delivery of our services, while endeavouring to accommodate particular language, diversity and physical access needs.
- Provide accurate advice and information in a form that best suits your needs.
- Resolve complaints in an efficient and effective manner.

Delivery

We will identify your needs and design an Energy Efficient Retrofit Solution that meets your properties exact criteria. Once agreed by you, we will implement your properties upgrades within the agreed timeframe and in a professional and courteous manner.

Transparency

We will openly communicate important information with you, with regard to your privacy and confidentiality.

Excellence

Kingdom Installation are continuously reviewing the market for ways to improve our service delivery, through innovative new technologies and work practices.

Access

Kingdom Installation believes everyone has the right to access our services, regardless of language, diversity or physical barriers and will endeavour to meet every individuals needs to overcome these barriers.

Accurate advice and information

We will always adhere to best practice guidance and advise you of same. Allowing you to make an informed decision with all the relevant details.



Complaints

We regard a complaint as a written expression of dissatisfaction about our standard of service, delays, mistakes and instances where you did not receive the level of service you feel you are entitled to, for example:

The quality and standard of any service provided by us or on our behalf, including interactions with Kingdom Installation personnel or our representatives;

The quality and standards of administrative processes.

Your complaint may involve more than one of Kingdom Installation services or be about someone working on our behalf.

How to submit a complaint

Your complaint can be submitted

By email: OSS@KingdomInstallation.ie

By post: Kingdom Installation Ltd., Aulane, Abbeydorney, Co.Kerry V92 XA30

Please include your name and contact details together with as much information as possible, including photographs (if available) and documentation if relevant about the complaint. This will enable us to investigate your complaint promptly and respond to you as best we can. If you are making a complaint on behalf of another person, please also submit their written agreement for you to represent them.

Kingdom Installation will acknowledge receipt of your complaint within 5 working days.

Kingdom Installation will investigate your complaint and will reply to you within 15 working days of receiving it. The reply will include:

- an account of the issue at hand;
- details addressing the issues outlined in the complaint;
- where appropriate, a proposed remedy; and
- if you are dissatisfied with the outcome of our complaints procedure offer to forward your complaint to an independent third party for arbitration.

Kingdom Installation Ltd endeavour to have all complaints closed within 30days.