



# Customer Complaints Policy

## Our commitment

We are committed to listening to our customers' comments and complaints regarding our services

and facilities with the aim of resolving any issues as well as improving the quality of our service. We will show this commitment by ensuring our complaints process is:

- > Easy to access and understand, clear and simple to use
- > Responsive to the reasonable needs of complainants
- > Prompt, with established time limits for action, and keeping people informed of progress, especially when investigations take longer than expected
- > Fair, with an opportunity for a full and impartial investigation
- > Proportionate to the matters complained about Informative, by using lessons learnt from complaints to improve services and by reviewing the results of such changes.
- > Reviewed by the Customer Service Director and Chief Executive Officer on an annual basis

When we respond to complaints, customers can expect us to:

- > Take their concerns seriously
- > Provide the name of the member of staff responsible for dealing with the complaint at each stage of the procedure
- > Be factually correct
- > Deal with their complaint promptly
- > Avoid jargon
- > Answer all their points of concern
- > Be flexible in the way that we communicate with our customers Provide reasons for the decision reached on a complaint
- > Explain the next steps available if the customer is still dissatisfied and provide contact details (address, telephone and email) including those of the relevant ombudsman service if required

Our complaints process will be:

- > Frank, open and impartial, avoiding any bias in favour of any party
- > Thorough, finding out the relevant facts, taking views from people involved on both sides of the complaint and verifying explanations where possible
- > Equitable, treating people in similar circumstances in similar ways
- > Non-discriminatory, those who make a complaint can be assured that they will not be subjected to discrimination or retaliation as a result of complaining.

### Who does this policy apply to?

The policy applies to all those we serve or have dealings with, whether visiting, writing, emailing or telephoning. These include members of the public, commercial organisations and government bodies. It also applies to contractors, suppliers and any other individual or organisation that has business with our company.

### What is a complaint?

We define a complaint as an expression of dissatisfaction with our service, no matter how expressed and whether justified or not, that requires a response or further action on the part of our company.

### How can our customers comment or complain?

We welcome views on our service and will respond to comments and complaints, however presented, whether in person, in writing, by telephone or email.

Tel: 01372 738952

Email: [feedback@agilityeco.co.uk](mailto:feedback@agilityeco.co.uk)

Postal: Customer Service Director, AgilityEco

Suite 5, Mid-day Court, 20-24 Brighton Road, Sutton, Surrey, SM2 5BN

### Our complaint handling process

Our aim is to resolve complaints in a prompt and efficient manner.

A member of company staff will acknowledge receipt of a complaint within three working days (the day the complaint is received being Day 0). Our acknowledgement will generally be in writing, sometimes to confirm information given in a telephone call but also to let the customer know who will deal with the complaint.

All complaints will be logged under the appropriate scheme complaints register, which includes the nature and status of the complaint.

A full response for internal complaints will normally be sent to the complainant within ten working days.

If a complaint requires us to implement another policy (such as a disciplinary policy) as part of the investigation, we will write to let the complainant know that this is happening, and how long it is likely to take. In situations where the process is lengthy, we will keep them informed of progress at least once every four weeks.

For external complaints, where the required standards are not achieved in works at a customer's home there is a need to reach a satisfactory resolution as soon as possible. As the contract for services is held between the customer and the installer, customers should, in the first instance, contact the company who attended their home. This could be an assessor or an installer. With the customer's assistance, the company involved in the works must attempt to resolve the issues. Where a customer engages with the installation company and progress is not achieved within an agreed timescale, AgilityEco can investigate the matter and work with all parties to help resolve the complaint.

If works have been completed at your property and you have a Trustmark certificate, you can follow the Trustmark resolving disputes process.

[www.trustmark.org.uk/homeowner/information-and-guidance/if-things-go-wrong](http://www.trustmark.org.uk/homeowner/information-and-guidance/if-things-go-wrong)

### Our complaints escalation process:



If the complainant is dissatisfied with our response, they can, within two calendar months from the date of our final response to their complaint, ask for an independent internal review, or you may wish to seek advice from the Citizens Advice Bureau ([www.citizensadvice.org.uk/energy](http://www.citizensadvice.org.uk/energy))

We will always cooperate with any investigation carried out and use reasonable endeavours to ensure that our subcontractors and agents do likewise.

We will at all times take account of the needs of vulnerable customers, those with additional needs or special access requirements when handling a complaint.

#### > Feedback

We welcome any comments on the fairness and efficiency of the complaints procedures and the effectiveness of our replies to complaints. We will ask people who have made a complaint whether they are satisfied with the way their complaint was handled and the outcome. Sometimes we will use surveys to do this. We will take account of all feedback in annual reviews of our procedures.

### Confidentiality

We respect the need for confidentiality when a complaint is made, both for the complainant and for members of staff who have a complaint made against them. We aim to investigate complaints with sensitivity, preserve confidentiality, and to share information only when it is a necessary part of the investigation. When storing and sharing customer data, we will act at all times in accordance with our Data Protection policy.

### Staff training

Receiving and responding to comments and complaints about our service is an integral part of providing great service. We will train our staff in our complaints procedures and ensure they understand the value of comments and complaints, so that they can carry out their roles and responsibilities with confidence.

### Policy for dealing with unreasonably persistent enquiries

Our staff will treat people in a courteous, fair and proportionate manner and we expect similar courtesy and reasonable behaviour in return. Very occasionally, we will refuse to respond to a complaint. This will only happen if the person making the complaint is insulting or abusive towards our staff or if they refuse to accept that their complaint has been dealt with despite a thorough investigation on our part. We will only do this where it is absolutely necessary, and we will write to the person concerned to explain why we believe this to be the case and remind them of their right to refer the matter the relevant ombudsman service.

#### > Summary

### To summarise the above, AgilityEco commits to:

- > acknowledging the complaint within 3 working days
- > informing the complainant of our complaints handling procedure and the relevant ombudsman
- > summarising the complaint in writing, if the original complaint was made by telephone

- > responding to the complainant in full within 10 days and explaining how they can take matters further
- > directing the complainant, if dissatisfied with our response, that they can ask for an independent internal review, or refer the matter to the relevant ombudsman service (within two calendar months from the date of our final response to their complaint).