



Customer Charter

ECTC QMS -07-Version 1.1

Author MK Approved MMK.

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ECTC commits to

- Deliver our services to all stakeholders in a timely, effective, and professional manner, and in accordance with our values and cooperative ethos
- Conduct our business in a fair, open and transparent manner, regarding your privacy and confidentiality.
- Strive for excellence in the development and delivery services through active consultation and continuous improvement.
- Provide maximum possible access and choice in the delivery of our services.
- Provide accurate and independent advice and information relative to our field of expertise in a form that best suits your needs.
- Resolve complaints and appeals in an efficient and effective manner.

ECTC Feedback and Complaints Policy

ECTC at all times seeks to deliver an efficient and effective service to its customers.

We welcome all feedback, both good and bad, and we believe that our stakeholders have a right to complain if a reasonable level and quality of service is not provided.

We also aim to learn from customer feedback and use the information we gain from feedback, complaints and appeals to improve our services.

All complaints and appeals will be dealt with in a fair and sympathetic manner and we will deal with complaints in a private and confidential manner.



Feedback

Your feedback, both positive and negative, is important to ECTC. We will listen to your feedback and work to resolve any issue you may have.

ECTC can be reached at mmaherkeogh@energycommunitiestipp.ie

In order to deliver our services to all customers in a timely, effective and professional manner, and in accordance with our ethos ECTC will ensure our Customer Care Plan is readily available to all concerned parties.

For customers who contact ECTC , we will ensure that we:

- Answer their query promptly; if not immediately within 24 hours
- Log all details in a central database (CRM) capturing, name, address and description of query;
- Are helpful and courteous;
- Are available to answer calls during business hours;
- Provide a variety of contact channels, including telephone, email, post.
- Ensure that all replies carry contact details;
- Acknowledge receipt of all correspondence promptly;
- Apply quality assurance checks via customer feedback checks.

ECTC is committed to respect for the environment in the delivery of all our services. We demonstrate this by:

- Providing Video Conferencing facilities to reduce travel;
- Working toward paperless working practises;
- Adhering to sustainability values.

ECTC conduct our business in a fair, open and transparent manner, with regard to your privacy and confidentiality we will:



Endeavour to ensure full access to information about our services while complying with the Freedom of Information Act 2014, Access to Information on the Environment Regulations, GDPR and Data Protection Acts 1988-2018;

- Clearly identify ECTC's contact details on all correspondence;
- Ensure openness, fairness and transparency is central to all our funding and tendering decisions;
- Ensure all documentation is user friendly with clear and appropriate language;
- Handle all queries in accordance with our obligations under Data Protection law;
- Handle stakeholder information and meetings with due regard to privacy, confidentiality and sensitivity;
- Identify the number of funded projects in the ECTC annual AGM report.

In our commitment to provide maximum possible access and choice in the delivery of our services, while endeavouring to accommodate particular language, diversity and physical access needs we will:

- Continue to make it easier and more convenient to do business with us;
- Provide an appropriate variety of communication channels;
- Ensure that we make the optimum use of available and emerging technologies to facilitate improved access to information through innovation and digitalisation;
- Ensure that all publications are available online.
- Accommodate the diverse needs of our stakeholders in an appropriate manner;
- Recognise and respect all stakeholders equally with regard to service delivery.

To ensure that we provide accurate, authoritative and independent advice and information in a form that best suits your needs we will

- Employ professional experts to provide accurate and authoritative information

Resolving all complaints in an efficient and effective manner



- Formalise a complaints and appeals procedure indicating how we will deal with complaints;
- Publicise this complaints procedure on our website. Copies can be sent via post or email;
- Continue to assess our complaints procedure on an annual basis. This will include a review of
 - Number of complaints received; and
 - Pattern of repeat complaints.

Consultation: Phone

Endeavour to satisfy stakeholder's information requirements by actively seeking views and suggestions, through market research, regular consultation, surveys and supplying an accessible feedback mechanism for customers.

Evaluation:

In order to measure our success in achieving the above we will:

- Perform a regular review of the plan;
- Seek feedback from stakeholders and customers on the quality of our service;
- Seek feedback through all available channels regarding our services;
- Review and assess feedback and act accordingly;
- Investigate appropriate externally recognised standards and seek to attain such standards.

Reporting:

We will report on our performance on our website
www.energycommunitiestipp.ie

Review:

The Customer Action Plan will be reviewed every three years.

Contact us



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TIPPERARY COOPERATIVE

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