

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@energlaize.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).

