

Customer Complaint Policy

Refresh Property Solutions Limited Customer Complaints & Feedback

1.0 Scope

This procedure covers the methods of recording and investigating complaints received by the organisation from clients and customers, and for monitoring general customer perceptions regarding the company's performance.

2.0 Purpose

To ensure that all complaints are thoroughly investigated and resolved within a reasonable timescale, and that all relevant information relating to customer perceptions is used to implement improvements.

3.0 Responsibilities

An appropriate Manager will be assigned responsibility for the handling of complaints received related to the organisation's services as provided and for obtaining other feedback from customers.

4.0 Related Documentation

Complaints Register (CR 01)

Customer complaint investigation form (CR 02)

5.0 Procedure

- 5.1 The Company aims to always provide a high standard of service and uses complaints received as a measure for promoting accountability and management efficiency, together with a mechanism for introducing changes in service delivery where necessary. All complaints will be dealt with promptly in a confidential manner by a named member of staff using our customer complaint investigation form CR 02 and recorded on our customer complaint register CR 01 for management review.
- 5.2 If you have a complaint, we want to know as soon as possible to help us put things right promptly. Just contact our Customer Services Team with your details and a description of your problem. We are here for you Monday to Friday from 9.00am-5.00pm.

Call us: 02890 993 485

Email us: info@refreshni.com

Write to us: Refresh Property Solutions Ltd

Customer Complaints

Suite 1 Elizabeth House

116-118 Hollywood Road

Belfast

BT4 1NY PD 04

Regardless of how you contact us, we will:

- Let you know we've received your query
- Tell you who will be responsible for investigating along with their contact details
- Endeavour to return phone calls and emails within **5 working days**
- Do everything we can to resolve things as quickly as possible
- Do what we can to attend **within 14 days** if a visit to your property is needed
- Keep you regularly informed of progress throughout
- Provide a final response **within 8 weeks** or explain why this isn't possible

5.3 Each entry will be made in the central Complaints Register located in the Customer Service Folder on the company shared drive in relation to all complaints received and shall include:

- Date of complaint
- Name & address of complainant
- Nature of complaint
- Action taken
- Staff member dealing with complaint
- Source of complaint, (phone, writing, etc.)
- Outcome and date complaint was resolved

5.4 Copies of all correspondence relating to the complaint should be saved in an address named folder within the main Customer complaints folder.

5.5 Complaints will be monitored on a regular basis at staff team meetings and during management review meetings where any opportunities to improve service delivery will be identified and implemented.

5.6 If the complainant is not satisfied with our response, he/she can write to the Managing Director requesting a review of the response provided. The managing Directors response will be issued within 14 days of receipt.

5.7 If the complainant is a customer availing of the Northern Ireland Sustainable Energy Programme (NISEP), and they are not satisfied with our response to their complaint, they have a right of recourse to the Energy Saving Trust (EST) via the NISEP Programme Manager. This process includes customers who are unhappy with either, the way Refresh managed their eligibility check, or where they are unhappy with any aspect of the installation of measures installed or provided by Refresh.

5.8 The customer should write to the EST, clearly outlining the nature of their complaint, including the response received from Refresh and why they remain unhappy. An outline of the various stages of the NISEP process and relevant points of contact are set out in the table at Appendix 1 below.

5.9 Refresh will co-operate fully with any EST investigation into the complaint and provide all requested information in a timely manner. Refresh will respect EST's final adjudication on the matter and will take whatever course of action is deemed necessary by EST.

5.10 If the complainant is a customer availing of products or services delivered under our Microgeneration Certification Scheme (MCS) registration, and they are not satisfied with our response to their complaint; the customer may escalate their complaint to MCS. Relevant points of contact are set out in in Appendix 2 below.

In addition to the above the company will pro-actively obtain feedback from customers on all aspects of the services provided. This may include:

- Electronic customer satisfaction forms
- Postal customer satisfaction forms
- Customer testimonials
- Online social media platform responses or comment

5.11 This information is reviewed by senior management and may be used to implement improvements in our services or procedures.

6.0 Gas Work – Unsafe Operatives

- 6.1 Where a complaint relates to an issue surrounding gas safety or a failure in procedures relating to the completion of gas work, the following actions will be taken: -
- 6.2 A suitably qualified person will investigate the complaint
- 6.3 Post inspection of the work method or service call will be undertaken
- 6.4 An interview will be undertaken with the operative/s concerned
- 6.5 Identify root cause and provide further training or provide support were required
- 6.6 Provide adequate resources for ongoing auditing of both the operative/s or general work procedures as deemed necessary
- 6.7 Where applicable, the company may commence disciplinary procedures
- 6.8 Document investigation findings and ensure any failings in procedures or operative actions are communicated by way of a technical bulletin to all staff employed in gas work including subcontractors
- 6.9 All investigation details shall be held in the operatives HR personal file

7.0 Complaints related to Customer Finance Products

- 7.1 All financial services complaints will be investigated and overseen by our Compliance Department.
- 7.2 The Compliance Department will:
- Acknowledge your complaint.
 - Tell you who is investigating the matters raised and provide you with their address and telephone number.
 - Carry out a thorough and impartial investigation.
 - Do everything we can to resolve things as quickly as possible.
 - Provide a written response within 8 weeks of receiving your complaint, informing you of the results of our investigation or explain why this isn't possible.
- 7.3 If you are not satisfied with the outcome of our investigation, you may be entitled to refer your complaint to the Financial Ombudsman Service.

The Financial Ombudsman Service

The Financial Ombudsman Service exists to help resolve certain complaints when we have not been able to resolve your complaint to your satisfaction. The scheme is entirely free to use.

You should contact the Financial Ombudsman Service within 6 months from the date of our written response. They will also look into your complaint if we have not provided you with a written response within 8 weeks of receiving your complaint.

You can contact the Financial Ombudsman Service:

In writing: Exchange Tower, Harbour Exchange, London E14 9SR

By telephone: 0800 023 4567

By email: complaint.info@financial-ombudsman.org.uk

Website: www.financial-ombudsman.org.uk

Refresh Property Solutions Ltd, Company Reg Number NI665268, is Authorised and Regulated by the Financial Conduct Authority FRN947354.

We are a Credit Broker not a Lender and provide Credit Options from One Lender.

Appendix 1 : Outline of the NISEP Process

PLEASE NOTE: TIMESCALES ARE INDICATIVE ONLY AND MAY BE SUBJECT TO CHANGE DUE TO MULTIPLE FACTORS, INCLUDING EXTERNAL AGENCY INVOLVEMENT BEYOND OUR CONTROL.

Process Stage	Point of Contact	Estimated Timescale:
Customer Application	nisep@refreshni.com / 02890 993 485	Customer Self-Service Online Application
Eligibility Check – verification of income	nisep@refreshni.com / 02890 993 485	Dependent upon customer providing proof of income
Home Survey Appointment	nisep@refreshni.com / 02890 993 485	2-3 weeks from completion of eligibility check
Quotation	pippa.mitchell@refreshni.com / 02890 993 485	5 days from completion of survey
Installation	pippa.mitchell@refreshni.com / 02890 993 485	2-3 weeks from acceptance of quote
Building Control	nisep@refreshni.com / 02890 993 485	Application made 1 week prior to installation. Inspection dependent upon customer arranging with Building Control directly.
Quality Monitoring	nisep@refreshni.com / 02890 993 485	4 weeks from completion of installation

Appendix 2 : Microgeneration Certification Scheme (MCS) Customer Commitment and complaint escalation

Where a customer complaint arises as a result of our provision of products or services delivered under our Microgeneration Certification Scheme (MCS) registration, we will endeavour to resolve the complaint in accordance with our policy as set out above. However, should we be unable to resolve your complaint satisfactorily, you have the right to escalate your complaint to MCS who will review your case and tell you if, and how, they can help.

MCS can be contacted using any of the following methods -

- Complete an online form - <https://mcscertified.com/consumers/consumer-complaints/>
- Via email - mcscomplaints@mcscertified.com
- In writing - MCS, First Floor, Violet 3, Sci-tech Daresbury, Keckwick Lane, Daresbury, Cheshire, WA4 4AB
- By telephone on - 0333 103 8130