

CUSTOMER FEEDBACK AND COMPLAINTS PROCEDURE

Solar Voltaics Ltd has developed the same method for receiving both customer feedback and customer complaints in order to collect, record and pass on feedback to the sales team and installation teams. This will help to ensure all customer correspondence is acted upon accordingly and ensure feedback is delivered to staff and good work is recognized and praised accordingly.

In order to be as flexible as possible, Solar Voltaics will accept customer feedback and complaints in the following format:

- In person at our office (address at the bottom of the page)
- By telephone
- By letter
- By email to customerservices@solar-voltaics.com
- Via our website www.solar-voltaics.com

Dealing with complaints

Stage 1. Frontline resolution: Seeks to resolve straightforward complaints swiftly and effectively at the point at which the complaint is made or as close to that point as possible.

For issues that are straightforward and easily resolved, requiring little or no investigation. On the spot apology, explanation or other action to resolve the complaint quickly.

If the complaint is not resolved immediately, give regular updates to the customer with a decision on the complaint provided within 3 working days unless there are exceptional circumstances.

Complaint details, outcome and action taken is recorded, reviewed and used for service improvement.

Stage 2. Investigation: is appropriate where a customer is dissatisfied with the outcome of frontline resolution or where frontline resolution is not possible or appropriate due to the complexity of the case.

The complaint will be assigned to an appropriate manager or technical engineer for a thorough investigation of the issue raised. New complaints must be immediately acknowledged and logged. Regular updates must be provided to the customer with a decision on the complaint provided within 10 working days unless there is a clear reason for extending the timeframe.

Complaint details, outcome and action taken is recorded, reviewed and used for service improvement.

Follow on Actions:

Fortnightly sales meetings will review all recorded complaints where analysis of outcome and any recommendations for changes to service delivery will be discussed and implemented.

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