



Cooper Insulation Limited

CUSTOMER CHARTER

Customer Services Manager
Cooper Insulation Limited
Carlanstown
Kells
Co. Meath
A82 N478

(046) 924 6730
customerservices@cooperinsulation.ie
www.cooperinsulation.ie



1. Introduction

Cooper Insulation is a family business with over 40 years' experience. We pride ourselves in delivering a quality personalised service to our customers with excellent technical knowledge of our industry. We are sustainability conscious and are passionate about reducing not only our impact but our customer's impact on the environment by providing home energy upgrades. We are committed to embedding sustainability into every aspect of our business.

We are leaders in our field and are passionate about continuous development within the company. Providing a high-quality service is our culture; it is at the heart of how we do things, when dealing with our clients, stakeholders, employees, and sub-contractors.

Sustained excellence, proactive problem-solving and unconditional integrity are what we offer. *People are at the centre of everything we do, our customers/homeowner, our clients, our stakeholders, our employees, our sub-contractors, and our suppliers.* We work as a 'one' team partnership of shared goals that will aim to set new standards of service delivery. We recognise that fostering a work culture that is based on teamwork and positive attitudes is one of the keys to business success and delivering a quality service.

2. Our Customer Charter

Our Customer Charter outlines Cooper Insulations *commitment to delivering exceptional customer service, ensuring customer satisfaction, and continuously improving our service standards.*

Our customers are at the heart of our business. We commit to:

- Providing high-quality products and services tailored to customer needs.
- Treating all customers with respect, courtesy, and professionalism.
- Always ensuring clear and transparent communication.
- Addressing customer concerns promptly and fairly.
- Continuously improving our processes based on customer feedback.

3. Service Standards

To uphold our commitments, we establish the following service standards:

- **Response Time:** All customer inquiries and complaints will be acknowledged within 3 business days.

- **Resolution Time:** Issues and complaints will be resolved within 15 business days, where possible.
- **Communication:** Customers will receive timely updates on service requests and complaints. We will communicate via phone or email.
- **Courtesy & Behaviour:** Customers will be treated in a kind and respectful manner.
- **Health and safety:** Customers can be assured all risks are mitigated to protect their interests and the interests to all stakeholders.
- **Quality Assurance:** We will regularly review our services to maintain the highest standards. To demonstrate our ability to consistently provide services that meet customer and applicable regulatory requirements, and aim to enhance customer satisfaction through the:
 - Effective application of our *ISO certified QEHS management system*.
 - Processes for continual improvement of *ISO certified QEHS management system*.
 - Assurance of conformity to customers, applicable statutory and regulatory requirements.

4. Customer Support & Accessibility

We are committed to making our services accessible to all customers by:

- Providing multiple channels for customer inquiries via letters, phone, email, website and in-person support.
- Offering support for vulnerable customers:
 - Customers will always be shown an ID card when we visit their homes.
 - Customers are always treated in a courteous, considerate and respectful manner.
 - Customers with an illness or disability are always treated with compassion and empathy. We ensure they are not rushed, overwhelmed with information or feel inadequate due to their circumstance.
 - Customers living alone will be clearly informed when works will take place.
 - Customers will be provided with our contact details including key personnel, phone numbers, email address and company address.

- Adequate time will always be provided to Customers, and any question or concerns they may have will be answered promptly.
 - Ensuring our staff are trained to handle diverse customer needs with care and sensitivity.
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5. Complaint Handling Process

We take customer complaints seriously and follow a structured approach to resolution:

1. **Lodging a Complaint:** Customers can submit complaints via letter, phone, email, or website. Customers should include all pertinent information such as contact details, whether they are making the complaint on their own behalf or if they are representing somebody and an outline of the issues they are experiencing.

Contact Information

For inquiries, support, or complaints, customers can contact us at:

- **Phone:** (046) 924 6730
 - **Email:** customerservices@cooperinsulation.ie
 - **Website:** www.cooperinsulation.ie
 - **Office Address:** Carlanstown, Kells, Co. Meath, A82 N478
2. **Acknowledgment:** Complaints will be acknowledged within 3 business days and will be recorded on our Customer Feedback Tracker.
 3. **Investigation:** Issues and complaints will be investigated by our customer service team. We will visit the customers house if necessary to investigate the issue further.
 4. **Resolution & Follow-up:** Based on our investigation findings a resolution will be provided within 15 business days outlining any remedial works required, with follow-up to ensure customer satisfaction.
 5. **Escalation:**

Taking Your Complaint Further

If you remain dissatisfied with our response, please forward your concern to:

Kevin Lynch – Managing Director
Cooper Insulation Limited
Carlanstown
Kells

Co. Meath
A82 N478
Tel: +353 (0)46 924 6730
Email: kevin@cooperinsulation.ie

The Managing Director will carry out a full review of your complaint and aim to issue a final decision within 15 working days of receiving your appeal.

6. Customer Feedback & Continuous Improvement

To enhance our services, we actively seek customer feedback through:

- Learnings from any customer complaints may result in an update to our processes and procedures.
 - Customer Satisfaction Surveys are carried out by phone following the completion of the work.
 - Customers satisfaction is monitored on an ongoing basis using customer feedback tracker and customer satisfaction surveys
 - The information gathered here is reviewed regularly to see if there are any training gaps that need attention.
 - Regular review meetings.
 - Implementing service improvements based on customer insights.
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7. Internal Accountability & Staff Training

To ensure our commitments are met, we will:

- Provide ongoing staff training on customer service best practices.
 - Conduct regular performance evaluations.
 - Implement quality audits to ensure compliance with our customer service commitments.
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9. Privacy

We treat all your data as private and confidential, Cooper Insulation is committed to protecting the rights and privacy of individuals in accordance with applicable data protection legislation, amended from time to time, including the Data Protection Acts 1988-2018, the ePrivacy Directive 2002/58 enacted in Ireland by S.I. No. 336 of 2011 and

the General Data Protection Regulation EU 2016/679 ("GDPR") herein referred to as "Applicable Data Protection Legislation".

10. Review & Updates

This Customer Action Plan & Charter will be reviewed annually to ensure it remains effective and aligned with customer needs.

Signed:

**Kevin Lynch Managing Director
Cooper Insulation Limited
12/05/2025**


