

CUSTOMER CHARTER

OUR MISSION

We aim to provide consistently professional and high quality Customer Service to both our customers and work colleagues at all times. We recognise the importance of re-enforcing Customer Service in all areas of our business and we will strive to be as innovative and as flexible as possible in meeting the changing needs of our customers and to help our work colleagues meet these needs.

WHEN CONTACTING US BY PHONE

WE AIM TO:

- Answer telephone calls within 4 rings with the staff member identifying themselves and answering properly, evaluating customer requirements and processing the call accordingly.
- Returning telephone calls to customers within 24 hours even if unable to honour commitment, keeping them informed at all times, contacting customer with new time frame and keeping them informed at all times.
- Be helpful and courteous and strive for first-call resolution.
- Activate our voicemail if we are out of the office, indicating how long we will be away from the office and ensure that we will respond to your message within one working day of our return to the office.
- Pass on the customer's name and details when transferring a call and only pass on a call when work colleague answers the phone.
- Always divert phone when away from desk and not use voicemail when we are at our own desk.

WHEN CONTACTING US IN WRITING BY LETTER OR EMAIL

WE AIM TO:

- Acknowledge or resolve query within 2 working days from date of receipt.
- Respond to work colleague's emails within 1 working day as their work impacts on our service to our customers.
- Process any complaint letters through our complaints process.

WHEN DEALING WITH OUR FIELD BASED SALES TEAM

WE AIM TO:

- Ensure Supply Agreements are filled out correctly and clearly and that they are sent into the office within 2 working days from date of signing.
- Ensure that they inform our sales office of any agreements with customers within 2 working days from date of agreement and to ensure that the agreement is recorded in writing to the customer.
- Ensure that your call is returned within 2 working days and to honour any commitment to call you on the date and time promised.
- Where appointments are made, we will undertake to honour such appointments and communicate changes as necessary, in a timely manner.
- Ensure that our sales and product information folder and technical manual are up to date and available to answer queries at the point of call.

WHEN MEETING WITH THE CUSTOMER

WE AIM TO:

- Treat you in a professional manner with courtesy and consideration.
- Ensure that the customer receives our full attention by switching off mobiles, iPhones and laptops during any meetings or conversations.

WHEN YOU CALL TO OUR OFFICE

WE AIM TO:

- Ensure that you are seen punctually and are treated with respect and courtesy.

WHEN YOU ORDER GAS

WE AIM TO:

- Request information on gas in tank at that time, inform you of date that we expect gas to be delivered as per Customer Charter and answer any queries that you may have on your gas delivery in a friendly and professional manner.
- If you are not an automatic top-up customer - make delivery of gas within 3-5 working days from date of order.
- Inform you at least 1 working day in advance of the delivery if there is a delay and the reason for same and agree a revised delivery schedule.
- In some exceptional circumstances, agree a specific time schedule for delivery of gas.

WHEN CONTACTED BY A WORK COLLEAGUE

WE AIM TO:

- Help and assist them in a professional manner and to treat them as we would like to be treated ourselves because their work is helping to provide an important service to our customers.
- Ensure we acknowledge and thank them for their assistance.

COMPLAINTS HANDLING

WE AIM TO:

- If you feel that despite our best efforts we have not met our standards, you may contact our Customer Support staff by telephone: 028 9073 2611, email: info@flogasni.com or post: Flogas, Airport Road West, Belfast Harbour Estate, Belfast, BT3 9ED.
- We guarantee to acknowledge receipt of written complaints within 5 working days and we will aim to resolve complaints within 20 working days. If there is a case whereby we cannot resolve the complaint within 20 working days we will contact you to let you know.