

# LARKROCK — H O M E S —

## Customer Charter Commitment to Excellent Customer Services

### Quality of work

Our main aim is to supply our customers with only high-quality products and services. This aim means adhering to agreed standards in terms of the quality, performance and safety of the products. To put it another way: Quality is when the customer comes back and not the product. Our aim is for customers for life

Each employee at Larkrock Limited is responsible for the quality and results of their own work. A quality management system ensures faults or mistakes are discovered in good time and analyses the cause to ensure they are not repeated in the future. We also demand very high quality from our suppliers, retailers and other business partners. We work together in a partnership with a common goal of achieving all aspects of quality

When you engage with or speak to management or customer service in Larkrock we will:

- Greet you politely. Engage with you with courtesy and respect,
- Direct you to the service(s) or supports that you need,
- Inform you of your rights, entitlements and responsibilities,
- Protect your personal information in line with all Data Protection requirements,
- Ensure that your appointment runs to schedule and update you if there is a delay,
- Listen and provide a response should you have feedback or a complaint.

What to expect when you contact us we commit to:

- Provide clear, accurate and comprehensive information on all our schemes and services,
- Use clear Plain English in our contracts and agreements
- Ensure that information provided on our website [www.larkrock.ie](http://www.larkrock.ie) is up to date and accessible.

When you contact us by letter or email:

- We will respond to your correspondence within a maximum of 5 working days,
- We will always provide you with a contact name, telephone number, email address or postal address, so that you can contact us again if you need to

When you contact us by telephone:

- We aim to answer all calls promptly and courteously, within a maximum wait time of 10 minutes,
- We will give you our name, identify our area of work, and provide you with the information that you need,
- If we cannot deal with your query immediately, we will find the information you need and call you back promptly,
- If your call needs to be transferred to another member of our team we will tell you the name of the business area and offer to transfer your call or provide you with a direct number

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Any personal information which you volunteer will be treated securely and confidentially in accordance with the Data Protection Acts 1988-2018 and the General Data Protection Regulation (GDPR). You can also view the our Privacy Statement

We are interested in hearing your views, comments, suggestions, compliments and complaints. We commit to using this feedback to assist us in providing the best possible customer service. Our Complaints Procedure: All customers can register a complaint. We commit to acknowledging your complaint within 3 days and responding to our complaint within 15 days. By availing of our complaints' procedures, you will never prejudice your right to raise issues with the Ombudsman, the Workplace Relations Commission or under the Disability Act.

You can provide feedback to us by:

- Telephone
- Email / Letter
- Requested faced to face meetings with senior management

### Complaints Procedure

All customers can register a complaint.

We commit to acknowledging your complaint within 3 days and responding to our complaint within 15 days.

By availing of our complaints' procedures, you will never prejudice your right to raise issues with the **Ombudsman, the Workplace Relations Commission or under the Disability Act.**

### Steps in registering a Complaint

#### Step 1 – Either of the 4 methods

- By Email – Please email [complaints@larkrock.ie](mailto:complaints@larkrock.ie) and these emails are monitored only by senior management
- Please send a letter to Larkrock Limited , Seamount House , Seamount Road , Malahide Co Dublin K36 W718
- By Phone Please register a complaint on 083 0457906
- Requesting a face to face meeting – Please register with one of the above methods that there is Issues and we will arrange a meeting within a few business days

#### Step 2

- We will respond to your complaint in writing either through email or letter based on what method suits you best and come up with a proposed solution to the complaint . This will be done within 15 days of the original complaint

#### Step 3

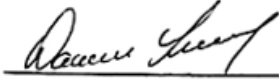
- If the Issue is not resolved please communicate to the directors in writing or by email [urgentcomplaints@larkrock.ie](mailto:urgentcomplaints@larkrock.ie) and it will be discussed at monthly board meeting and contact will be made again with the client. This will be resolved no later than 21 days after the board meeting

By availing of our complaints' procedures, you will never prejudice your right to raise issues with the **Ombudsman, the Workplace Relations Commission or under the Disability Act.**

**Signed**

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Damien Tracey

Director

Date 1<sup>st</sup> February 2023