

Customer Service Policy

Green Eco Grants Limited is committed to customer service and believes that good customer service is vital to its continued successful operation. The company has a clear and defined vision along with certain core values which are central to the organisation and provide the base on which the entire company is founded. Our vision is a world working together to combat and halt the effects of climate change.

Our core values are:

- ☆ Honesty and Integrity
- ☆ Initiative
- ☆ Professionalism
- ☆ Dedication
- ☆ Respect
- ☆ Dependability

Our mission is to provide guidance, advice, products and services to domestic and commercial customers, enabling them to make clear, sensible and well-informed decisions regarding energy efficiency and renewable energy. In order to achieve this we:

- a. Work in partnership with customers, suppliers and manufacturers in order to exceed expectations, maintain customer loyalty and develop general energy efficiency knowledge
- b. Act in a professional and responsible manner, treating all people with respect and courtesy
- c. Create and maintain a challenging and rewarding environment for our staff and employees
- d. Invest in training at all levels and ensure that all consultants, engineers and support staff are committed to continuing professional development

Authorised By:-



Name: Mr. Stewart Loftus

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