



We are committed to resolving any concerns you might have about our services swiftly and effectively. If we make a mistake, we will not only apologise but also take appropriate steps to rectify the error. Our goal is to learn from our experiences and use this knowledge to enhance our offerings continually.

When to Utilise Our Complaints Procedure

Should you need to raise a concern about our services, we will address it following the approach outlined below.

Your Cooperation

We understand complaints can arise from distressing situations. While we accept and respect your right to express concerns forcefully, we expect interactions to remain respectful and civil. We do not tolerate abusive or unreasonable behaviour.

Learning and Improvement

We take every complaint seriously, using them as a learning tool to enhance our services. Our management regularly reviews complaint summaries to identify and implement necessary improvements.

Formal Complaint Procedure

To lodge a formal complaint, please contact:

Customer Service Manager
Breffni Insulation
Bank House,
Main Street,
Kilnaleck,
Co. Cavan
A82 PA97
Phone: 00353 (0)49 4374447
Email: info@breffniinsulation.com

This charter and our contact information are also available on our website:
www.breffniinsulation.com

Details to Include in Your Complaint

- Your full name, address, and contact information.
 - Specify if you are representing someone else.
- Describe the complaint, including relevant dates, times, and locations.
Prioritise your concerns clearly.

We will review, investigate and respond to your complaint within 48 hours or less with the aim to have come to a resolution within 5 working days

Escalate Your Complaint

If unsatisfied with our resolution, you can escalate the matter to:

Steven Burns - Managing Director
Breffni Insulation
Bank House,
Main Street,
Kilnaleck,
Co. Cavan
A82 PA97
Phone: 00353 (0)49 4374447
Email: steven@breffniinsulation.com

The Managing Director will review your complaint, ensuring a comprehensive assessment and timely resolution, within 15 working days from your appeal.

Legal Rights

You retain all statutory consumer rights and can seek external resolution if necessary.

Privacy and Confidentiality

Your privacy is paramount. We handle your personal and business information with utmost confidentiality, adhering to GDPR and data protection laws. Our policies are transparent and accessible on our website

Conclusion

We pride ourselves on exceptional customer service, embodying our principle of "Putting the Customer First." We are dedicated to upholding this ethos in every aspect of our service.