



Madola Energy Ltd Customer Feedback and Complaints Procedure

Contact Information:

- **Office Number:** 01495 722638
- **Contact Email:** info@madolaenergy.com

Customer Feedback:

1 Feedback

Feedback can be submission through email, online forms, or customer satisfaction forms.

Complaints Handling Process:

1. Submission:

- Customers can submit complaints via email to info@madolaenergy.com or by calling the office number.

2. Acknowledgment:

- Send an acknowledgment email or message to the customer upon receiving the complaint.
- Include a reference number for tracking purposes.

3. Investigation:

- Assign the complaint to a designated representative.
- Investigate the issue thoroughly and gather relevant information.

4. Resolution:

- Communicate with the customer regarding the resolution process.
- Strive to resolve complaints promptly and fairly.

5. Communication:

- Keep the customer informed of the progress.
- If the resolution process takes time, provide regular updates.

6. Resolution Confirmation:

- Once resolved, confirm the resolution with the customer.
- Obtain confirmation that the customer is satisfied with the outcome.

7. Documentation:

- Maintain a detailed record of the complaint, investigation, and resolution.
- Use this documentation for continuous improvement.



Follow-Up:

1. **Feedback on Resolution Process:**

- Request feedback from the customer on the handling of their complaint.
- Use this information for process improvement.

2. **Continuous Improvement:**

- Regularly review customer feedback and complaint trends.
- Implement changes to prevent similar issues in the future.

Customer Support:

1. **Contact Information Availability:**

- Ensure customers are aware of the contact information for feedback and complaints.
- Display this information on the company website and any communication materials.

2. **Training:**

- Provide training to staff on effective complaint handling and customer communication.

3. **Feedback Channels:**

- Explore additional channels for feedback, such as social media or dedicated customer forums.

Note: Customize the procedure as needed for specific business practices and industry regulations.