

# Customer Service Policy

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## Introduction

The customer is core to our business, be that private or institutional. At Glenveagh we are committed to constantly evolving to deliver best in class product and service. Our vision is that everyone should have access to high quality homes in flourishing communities across Ireland. To achieve this vision, we innovate how we plan, design & build high-quality homes for where our customers want to be and for how they want to live. We take pride in the enduring quality of everything we build, and we design and craft each detail to make life easier and more enjoyable. We believe that everyone should have the opportunity to live in beautiful homes that simply make life better.

## Customer Service, Privacy, Complaints Procedures

The team at Glenveagh understands that purchasing a home is possibly the biggest decision our buyers will ever make, and we want to make it their easiest. This Customer Service Policy outlines our assurance to provide a high-quality service to our buyers from the beginning of their journey with us, right through to when they receive the keys of their new home and beyond. This policy applies to all our homes throughout Ireland.

We are committed to:

- Delivering excellent levels of customer service.
- Providing a consistent, professional service to all Glenveagh customers and treating our customers fairly and with respect.
- Complying with all relevant legislation as a minimum.
- Delivering high quality, energy efficient homes in flourishing communities across Ireland.
- Complying and exceeding nationally accredited standards.
- Measuring and monitoring customer satisfaction through an externally managed survey.
- Engaging with and consulting customers to improve and develop the products and services we offer.
- Providing consistent after-care service for our buyers and resolving any complaints. Any issues can be logged to our team at [aftersales@glenveagh.ie](mailto:aftersales@glenveagh.ie).
- Collecting and processing personal data in accordance with the Data Protection Acts 1988-2018 and the General Data Protection Regulation 2016/679 (GDPR).

## Responsible Marketing

We are committed to having clear, honest, and truthful advertising.

We work with Marketing and Advertising agencies that are required to follow the guidelines established by The Advertising Standards Authority for Ireland.

Our policy is regularly reviewed by our Group's Executive Committee reflecting the company's commitment to Customer Service. It is shared with employees, stakeholders, business partners and is readily available on our website.



15/02/2021

**Stephen Garvey**  
**Chief Executive Officer**

Date