


Evolve Home Energy Solutions Ltd Integrated Management System		
Document Title:	Customer Feedback Procedure	
Ref. No.:	GDPP005	
Document Users / Security Class:	All Users	
Next Review Date	One Year	

Objective:

To comply with section 7.4.3 Internal feedback of PAS2030:2019 and to help ensure that we continue to meet our customers' expectations and that we act on feedback from both our customers and our operatives.

Scope:

The complete installation process from the viewpoint of our customers and our operatives.

Customer Feedback Procedure:

The Retrofit Installer shall establish and operate a process to facilitate internal feedback on the installation process, whether positive or negative, from inspectors and installation operatives. Any feedback received shall be documented and acknowledged prior to being investigated and corrected where judged beneficial. Any decision not to take corrective action in relation to negative feedback shall be documented, including the reasons for reaching that decision.

Prior to final commissioning, the customer will be issued with **GDPF04 - Customer Feedback Form**.

This Feedback Form should be requested from the customer at final handover and returned to the Quality Representative.

Any feedback, either positive or negative, will be reviewed, assessed and, where appropriate, changes made to our processes to improve our quality and the satisfaction of our customers.

This review and assessment will be documented on **GDPF05 - Analysis of Customer Feedback Form**.

This form should be marked as follows:

Is the feedback generally positive or negative?

Is the feedback in the form of a customer complaint?

Does the feedback, positive or negative, relate to an individual?


Is there anything we can put into place which would improve our processes?

Is any further action required?

All Customer Feedback Forms with an attached **GDPF05 - Analysis of Customer Feedback Form** should be kept within the Customer Feedback Folder.

A copy of this Feedback Form will be kept in the relevant Project File.

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Operative Feedback Procedure:

All operatives will be encouraged and informed of the importance of their feedback on the installation processes we employ. This is also covered in the **GDPP010 – Installation Process Change and Internal Feedback Procedure**.

As part of the briefing/work instructions for each installation, operatives will be informed that their feedback can be communicated to the Quality Representative on **GDPF21 – Inspectors and Installation Operatives Feedback Form**.

The Quality Representative should assess this feedback to ascertain if the feedback can be used to improve our processes. The outcomes should be documented on page two of **GDPF21 – Inspectors and Installation Operatives Feedback Form**

The operative will be informed as to the outcome of these deliberations in writing.

All completed **GDPF21 – Inspectors and Installation Operatives Feedback Forms** will be kept within the Feedback Folder.

Annual Review

This document will be reviewed at least on an annual basis.

Last Reviewed: 1st January 2023

Next Review Date: 1st January 2024

Name: Gary Randle


Signature: 

Position: Director

Document Author:	David Mooney		
Document Approver:	Gary Randle	Controller:	SHEQ

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Version Number	Amendment	Date
1.0	New document	1 st January 2021