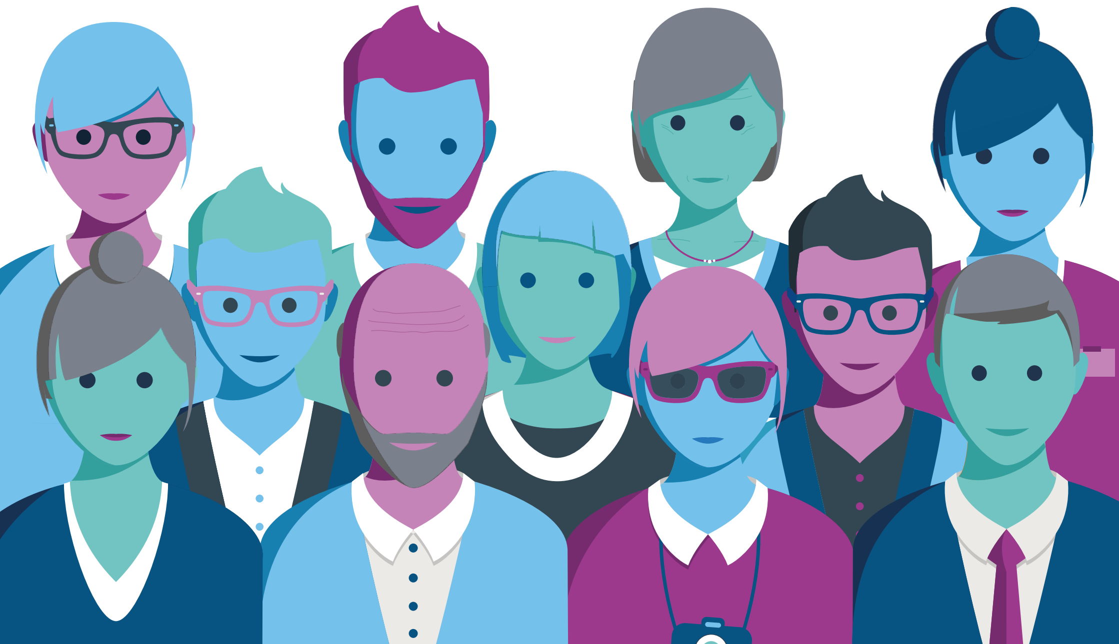
eFlow Customer Charter



Value Statement

At eFlow we are committed to providing you with quality customer services in a way that best meets your needs. This Customer Service Charter provides information on what customer service you should expect to receive when contacting eFlow. We take a customer first approach to make your life easy and hassle-free. We aim to deliver a high-quality service and always provide a timely response to your queries. Our core values are the driving force behind everything we do, from the decisions we make to the way we interact with our customers.

Brand Values

Customer Committed: You are important to us. We listen and strive to provide services that are right for you.

Convenience: We are committed to making everyday life easy for you**.**

Fairness: We will engage with you in a fair, honest, and respectful way. We are committed to being open and transparent in all communications

Progressive: We strive to deliver smarter solutions that will contribute to a better future.

Our Approach to Customers

We are committed to offering high-quality services that meet customers' needs. To this end, we are dedicated to:

- providing you with a digital experience which is intuitive, easy to navigate and is functionally straightforward;
- providing you with help and support in the channel of your choosing;
- keeping you informed on open issues and proactively providing information that may be helpful in resolving an issue;
- continuously innovating to provide you with smarter solutions;
- providing a trustworthy, reliable and consistent service when you need it, and
- treating you equally and fairly and using your feedback to improve our services.

Service Commitments

eFlow has a number of service commitments. Our digital first strategy aims to make Customer Service as simple as possible for you. This means you should be able to find everything you need on our website www.eflow.ie

Occasionally, however, you may require additional support. Our Contact Centre has the right support teams in place to respond efficiently and effectively to your needs. Below is a list of our different Customer Service channels and the estimated time of response when you contact them.

During operating hours, we aim to:

- answer your call within 20 seconds
- respond to your email within 6 hours during opening hours
- answer your webchat query within 30 seconds
- respond to your social media query within 30 minutes
- respond to your postal query within 3 business days

Complaints

At eFlow, we listen to your feedback. Every week we survey a subset of our customers to understand what we do well and what needs improvement. We use these insights to inform our work and improve our service in the short and long term.

However, if you are unhappy with any element of the service you receive from eFlow or have a suggestion for how we can improve it, we would like to hear from you. You can contact our Customer Service via telephone, website, email, letter, webchat or social media (contact details below).

We operate a complaints procedure to address any concerns promptly and fairly. We will aim to resolve your complaint within 5 business days and will keep you advised on progress on your case.

Service Through Irish

At eFlow, we are committed to the legislation outlined in the Official Languages Act 2003. We provide information and service through the Irish language in accordance with this legislation. This includes the following commitments:

- You can choose to receive your statements/invoices and correspondence related to your account in the English or Irish language.
- All written email or letter correspondence received in Irish will be responded to in Irish.
- You will be provided with a member of staff who can liaise with you through Irish.
- Our website www.eflow.ie is available in English and Irish.
- All key documents are published in English and Irish.

Equality

We aim to provide a customer experience that is equal and fair. We value every customer and are committed to treating them with respect, regardless of their background, identity, or circumstances. Our commitment to equality extends beyond our customers and includes all our employees, partners, and suppliers. We ensure that every interaction and service provided is based on equality and all customers receive the same level of attention, assistance, and support. Discrimination or bias of any kind is not tolerated, and we strive to create an environment where all customers feel valued and heard.

Sustainability

At eFlow, we recognise the importance of environmental responsibility and are committed to minimising our carbon footprint and promoting eco-friendly practices in our operations. Through initiatives such as paperless billing, energy-efficient technologies, and responsible waste management, we strive to contribute to a healthier planet while providing excellent service to our customers. Sustainability is not just a goal; it is a commitment to future generations and the preservation of our environment.

Accessibility

At eFlow, accessibility is a fundamental aspect of our commitment to providing effective customer service. We understand that accessibility goes beyond just our website and extends to all aspects of our operations. Below are some examples of accessibility tools we provide to customers.

Website

- Distinguishable text.
- Accessible keyboards and navigation tools.
- Predictable and readable user interface.

Contact Centre

- A choice of contact channels for customers e.g. telephone, webchat, email, social media, post.
- Convenient opening hours – Monday-Friday 08:00–21:00, Saturday and Sunday 10:00-18:30.
- We have in place a process for customers who are hard of hearing and need to communicate with us through a third party.

Data Protection

We take your privacy and the protection of your personal data very seriously. Any personal information provided to eFlow will be treated securely and confidentially in accordance with the Data Protection Acts 1988-2018 and the General Data Protection Regulation (GDPR). You can view the eFlow's Privacy Statement in full here.

eFlow has a dedicated Data Protection Officer (DPO). If you wish to contact our DPO you can email dataprotection@eflow.ie

Contact Information	
Phone	0818 50 10 50 (ROI) 353 1 4610122 (outside ROI)
Email	info@eflow.ie dataprotection@eflow.ie foi@eflow.ie
Webchat	www.eflow.ie
Postal Address	eFlow PO BOX 13294 Freepost FCK7528 South City DSU Cork
Social Media	Facebook: eFlow.ie LinkedIn: eFlow
Opening Hours	Monday to Friday 8:00am-9:00pm Saturday to Sunday 10:00am-6:30pm

Ionad Teagmhála

- Rogha bealaí teagmhála do chustaiméirí m.sh. teileafón, comhrá greásáin, ríomhphost, postáil ar na meáin shóisialta.
- Uaireanta oscailte áisiúla – Luan-hAoine 08:00–21:00, Dé Sathairn agus Dé Domhnaigh 10:00-18:30.
- Tá próiseas i bhfeidhm againn do chustaiméirí nach bhfuil an éisteacht go maith acu agus ar gá dóibh cumarsáid a dhéanamh linn trí thríú páirtí.

Cosaint Sonraí

Táimid an-dáiríre faoi do phríobháideachas agus cosaint do shonraí pearsanta. Déileálfar le haon fhaisnéis phearsanta a chuirtear ar fáil do eFlow go slán agus go rúnda de réir na nAchtanna um Chosaint Sonraí 1988-2018 agus an Rialachán Ginearálta maidir le Cosaint Sonraí (RGCS). Is féidir leat féachaint ar Ráiteas Príobháideachais eFlow ina iomláine anseo.

Tá Oifigeach Cosanta Sonraí (OCS) tiomnaithe ag eFlow. Más mian leat teagmháil a dhéanamh lenár nOifigeach Cosanta Sonraí, is féidir leat ríomhphost a chur chuig dataprotection@eflow.ie

Eolas Teagmhála	
Fón	0818 50 10 50 (Poblacht na hÉireann) 353 1 4610122 (lasmuigh de Phoblacht na hÉireann)
Ríomhphost	info@eflow.ie dataprotection@eflow.ie foi@eflow.ie
Comhrá Gréasáin	www.eflow.ie
Seoladh Poist	eFlow BOSCA POIST 13294 Saorphost FCK7528 DSU na Cathrach Theas Corcaigh
Meáin Shóisialta	Facebook: eFlow.ie LinkedIn: eFlow
Uaireanta Oscailte	Luan go hAoine 8:00rn-9:00in Dé Sathairn go Dé Domhnaigh 10:00rn-6:30in

Comhionannas

Tá sé mar aidhm againn eispéireas custaiméara a sholáthar atá comhionann agus cothrom. Is mór againn gach custaiméir agus táimid tiomanta caitheamh leo le meas, beag beann ar a gcúlra, a bhféiniúlacht nó a gcúinsí. Baineann ár dtiomantas don chomhionannas le níos mó ná ár gcustaiméirí agus cuimsíonn sé ár bhfostaithe, ár gcomhpháirtithe, agus ár soláthraithe. Cinntímid go mbíonn gach caidreamh agus seirbhís a chuirtear ar fáil bunaithe ar chomhionannas agus go bhfaigheann gach custaiméir an leibhéal céanna airde, cúnaimh, agus tacaíochta. Ní ghlactar le hidirdhealú nó le claonadh de chineál ar bith, agus déanaimid gach iarracht timpeallacht a chruthú ina mothaíonn gach custaiméir go mbaineann luach leo agus go n-éistear leo.

Inbhuanaitheacht

Ag eFlow, aithnímid an tábhacht a bhaineann le freagracht chomhshaoil agus táimid tiomanta dár lorg carbóin a íoslaghdú agus cleachtais éicea-chairdiúla a chur chun cinn inár n-oibríochtaí. Trí thionscnaimh mar bhilleáil gan pháipéar, teicneolaíochtaí atá tíosach ar fhuinneamh, agus bainistiú dramhaíola freagrach, déanaimid gach iarracht cur le domhan níos sláintiúla agus ag an am céanna seirbhís den scoth a sholáthar dár gcustaiméirí. Ní sprioc amháin í an inbhuanaitheacht; is gealltanas é do na glúnta atá le teacht agus do chaomhnú ár dtimpeallachta.

Inrochtaineacht

At eFlow, is gné bhunúsach í an inrochtaineacht dár dtiomantas do sheirbhís do chustaiméirí éifeachtach a sholáthar. Tuigimid go mbaineann inrochtaineacht le níos mó ná ár láithreán gréasáin amháin agus go gcuimsíonn sé gach gné dár n-oibríochtaí. Seo thíos roinnt simplí d'uirlisí inrochtaineachta a chuirimid ar fáil do chustaiméirí.

Láithreán Gréasáin

- Téacs inaitheanta.
- Méarchláir agus uirlisí nascleanúna inrochtana.
- Comhéadan úsáideora intuartha agus inléite.

Gearáin

Ag eFlow, éistimid le d'aiseolas. Gach seachtain déanaimid suirbhé ar fho-thacar dár gcustaiméirí chun a thuiscint cad a dhéanaimid go maith agus cad is gá a fheabhsú. Bainimid úsáid as an léargas seo chun bonn eolais a chur faoinár n-obair agus ár seirbhís a fheabhsú sa ghearrthéarma agus go fadtéarmach.

Mar sin féin, mura bhfuil tú sásta le haon ghné den tseirbhís a fhaigheann tú ó eFlow nó má tá moladh agat conas is féidir linn í a fheabhsú, ba mhaith linn cloisteáil uait. Is féidir leat teagmháil a dhéanamh lenár Seirbhís do Chustaiméirí ar an teileafón, ar an láithreán gréasáin, ar ríomhphost, ar litir, ar chomhrá gréasáin nó ar na meáin shóisialta (sonraí teagmhála thíos).

Tá nós imeachta gearán á n-oibriú againn chun dul i ngleic le haon chúiseanna imní go pras agus go cothrom. Beidh sé mar aidhm againn do ghearán a réiteach laistigh de 5 lá oibre agus coinneoimid ar an eolas tú faoi dhul chun cinn do cháis.

Seirbhís Trí Ghaeilge

Ag eFlow, táimid tiomanta don reachtaíocht atá leagtha amach in Acht na dTeangacha Oifigiúla 2003. Cuirimid faisnéis agus seirbhís ar fáil trí mheán na Gaeilge de réir na reachtaíochta seo. Áirítear leis sin na gealltanais seo a leanas:

- Is féidir leat rogha a dhéanamh chun do ráitis/shonraisc agus comhfhreagras a bhaineann le do chuntas a fháil i mBéarla nó i nGaeilge.
- Freagrófar i nGaeilge gach comhfhreagras scríofa ríomhphoist nó litreach a fhaightear i nGaeilge.
- Cuirfear ball foirne ar fáil duit a bheidh in ann dul i mbun plé leat trí Ghaeilge.
- Tá ár láithreán gréasáin www.eflow.ie ar fáil i mBéarla agus i nGaeilge.
- Foilsítear na príomhdhoiciméid go léir i mBéarla agus i nGaeilge.

Ceanglais Seirbhíse

Tá roinnt gealltanas seirbhíse ag eFlow. Tá sé mar aidhm ag ár gcéad straitéis dhigiteach an tSeirbhís do Chustaiméirí a dhéanamh chomh simplí agus is féidir duit. Ciallaíonn sé seo gur cheart duit a bheith in ann gach rud atá uait a fháil ar ár láithreán gréasáin www.eflow.ie

Ó am go chéile, áfach, d'fhéadfadh go mbeadh tacaíocht bhreise ag teastáil uait. Tá na foirne tacaíochta cearta i bhfeidhm ag ár nIonad Teagmhála chun freagairt go héifeachtúil agus go héifeachtach do do riachtanais. Anseo thíos tá liosta de na bealaí éagsúla Seirbhíse do Chustaiméirí agus an t-am freagartha measta nuair a dhéanann tú teagmháil leo.

Le linn uaireanta oibriúcháin, tá sé mar aidhm againn:

- do ghlaoch a fhreagairt laisitigh de 20 soicind
- do ríomhphost a fhreagairt laistigh de 6 uair an chloig
- d'fhiosrúchán ar chomhrá gréasáin a fhreagairt laistigh de 30 soicind
- d'fhiosrúchán ar na meáin shóisialta a fhreagairt laistigh de 30 nóiméad
- freagra a thabhairt ar d'fhiosrúchán poist laistigh de 3 lá oibre
- do ghearán nó aighneas a réiteach laistigh de 5 lá oibre
- aisíocaíochtaí a phróiseáil laistigh de 48 uair an chloig

Ráiteas Luacha

Ag eFlow táimid tiomanta do sheirbhísí ardchaighdeáin a sholáthar duit ar an mbealach is fearr a shásaíonn do riachtanais. Soláthraíonn an Chairt um Sheirbhís do Chustaiméirí seo faisnéis ar an tseirbhís do chustaiméirí ar chóir duit a bheith ag súil a fháil agus tú i dteagmháil le eFlow. Glacaimid le cur chuige custaiméir ar dtús chun do shaol a dhéanamh éasca agus saor ó bhuairt. Tá sé mar aidhm againn seirbhís ardchaighdeáin a sholáthar agus freagra tráthúil a thabhairt ar do cheisteanna i gcónaí. Is iad ár mbunluachanna atá ina gceann feadhna de gach rud a dhéanaimid, ó na cinntí a dhéanaimid go dtí an caidreamh a bhíonn againn le custaiméirí.

Luachanna Branda

Tiomanta do Chustaiméirí: Tá tú tábhachtach dúinn. Éistimid agus déanaimid ár ndícheall seirbhísí a sholáthar atá ceart duitse.

Áisiúlacht: Táimid tiomanta don saol laethúil a dhéanamh éasca duitse.

Cothroime: Rachaimid i dteagmháil leat ar bhealach cothrom, macánta agus measúil. Táimid tiomanta do bheith oscailte agus trédhearcach i ngach cumarsáid.

Forásach: Déanaimid ár ndícheall réitigh níos cliste a sholáthar a chuirfidh le todhchaí níos fearr.

Ár gCur Chuige maidir le Custaiméirí

Táimid tiomanta do sheirbhísí ardchaighdeáin a thairiscint a shásaíonn riachtanais na gcustaiméirí. Chun na críche sin, táimid tiomanta do:

- eispéireas digiteach a sholáthar duit atá iomasach, éasca le nascleanúint agus atá simplí ó thaobh feidhmiúlachta de;
- cabhair agus tacaíocht a sholáthar duit ar an mbealach is rogha leat;
- tú a choinneáil ar an eolas faoi shaincheisteanna oscailte agus faisnéis a sholáthar go réamhghníomhach a d’fhéadfadh a bheith cabhrach chun saincheist a réiteach;
- a bheith i mbun nuálaíochta ar bhonn leanúnach chun réitigh níos cliste a sholáthar duit;
- seirbhís iontaofa, comhsheasmhach ar féidir brath uirthi a sholáthar nuair a bhíonn gá agat léi, agus
- caitheamh go cothrom leat agus d’aiseolas a úsáid chun ár seirbhísí a fheabhsú.

Cairt Chustaiméirí eFlow