



## Our customer commitments

Our mission at Genee is to provide excellent customer service and support to ensure our customer's success. Effective communication and relationship building are essential to the success of our work with customers.

We pride ourselves on our ability to engage authentically, creating safe spaces where people will be honest and transparent. We are adaptive, innovative and responsive to the requirements of the organisations with whom we work. We're dedicated to building strong relationships with our customers, to help them achieve their sustainability goals. To this end, we're keen to receive feedback from our customers and partners to help us improve the quality of our service.

We frequently reach out to our customers both directly and via surveys to garner their feedback, but welcome customers getting in touch with us to provide their experience of working with Genee.

### Commitments

- ✔ Providing a prompt and efficient service
- ✔ Actively seeking and responding to your feedback
- ✔ Delivering quality services
- ✔ Actively supporting the local community in which we work
- ✔ Creating an inclusive and diverse community that respects people and the environment.

If you have any questions regarding our customer complaints process, please contact us at [jo@genee.org.uk](mailto:jo@genee.org.uk).