

Sharp Heating and Electrical: Supporting Vulnerable Customers

Identifying Vulnerability

We recognize that mental health, financial difficulties, and communication barriers can impact a person's ability to make informed decisions. If we suspect a customer is vulnerable, we ask key questions such as:

1. Does your mental health affect your financial situation?
2. Does it impact your ability to communicate with us?
3. Do you have assistance managing your finances?

How We Support Vulnerable Customers

If we believe a customer may be vulnerable, we take the following steps:

- Speak slowly, clearly, and with patience
- Offer alternative communication methods (phone, email, post)
- Avoid assumptions about abilities or needs (e.g., hearing or vision impairments)
- Allow extra time for responses and ensure the customer understands everything
- Offer to re-contact them if they need more time to make a decision

Pre-Contract Process

Before forming a contract, we ensure that the customer fully understands the decision and its consequences.

We:

- Offer to discuss matters with a trusted person if needed
- Repeat information to confirm understanding
- Clarify any details of the agreement to avoid confusion

Post-Contract Process

After the contract is completed, we store any relevant communication needs with the customer's consent and handle future interactions with care. We also ensure that customers are aware of their rights under GDPR.

Referrals for Specialist Advice

If a customer requires specialist advice, we may refer them to organizations such as Stepchange, Citizens Advice Bureau (CAB), Age UK, or Mind.

At Sharps Heating and Electrical, we are committed to providing respectful, empathetic service to all customers, ensuring they receive the support and understanding they deserve.

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