

# Customer Services Charter

Promotion for the public benefit of  
the science and practice of building  
and construction

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## About the Chartered Institute of Building

With over 45,000 members the Chartered Institute of Building (CIOB) is the international voice of the building professional, representing an unequalled body of knowledge concerning the management of the total building process.

CIOB members are skilled managers and professionals with a common commitment to achieving and maintaining the highest possible standards. Chartered Member status, represented by the designations MCIOB and FCIOB, is recognised internationally as the mark of a true professional in the construction industry.

With its increasing international membership and growing profile in the UK, the CIOB is making a hugely influential contribution to one of the world's most important industries.

[www.ciob.org](http://www.ciob.org)

## Our guiding principles

- Creating extraordinary people through professional learning and continuous professional development
- Promoting the built environment as central to quality of life for everyone, everywhere.
- Achieving a sustainable future worldwide
- Advocating exemplary ethical practice, and behaviour, integrity and transparency
- Pursuing excellence in management practice and technological innovation rooted in evidence based science
- Being socially responsible and working responsibly
- Enabling our members to find an emotional resonance with the Institute; their success is our success.

Our charter sets out our commitment and the standards of service we aim to provide. Our charter applies to everyone who has contact with the CIOB.

## Our Commitment

As CIOB staff we are committed to:

- Maintaining a professional manner
- Using plain or easy to understand language
- Being courteous and helpful
- Listening carefully
- Providing clear and accurate information
- Responding to enquiries and requests promptly
- Being transparent and accountable
- Apologising if we make a mistake
- Being sensitive to special needs
- Advising of all relevant timescales
- Continuously striving to improve or exceed our service standards.

## Customer Service Standards

When contacting us by telephone during office hours we aim to:

- Answer all telephone calls within 4 rings
- Where the telephone call is more complex, arrange to call you when we have the relevant information
- If the above is not possible – we will use voice mail occasionally for short periods such as staff meetings
- Return your phone calls on the same day you asked us to, or if this is not possible, within one working day.

When sending written communications, emails or letters we aim to:

- Respond within 5 working days
- When times are exceptionally busy this may not be possible.

When sending membership applications we aim to:

- We will send written notification within 14 working days if your membership application is successful
- If your membership application is unsuccessful you will receive written notification within 14 working days along with information on:
  - Guidance on alternative routes into membership
  - The opportunity to discuss the matter with us.

## Our Staff will

- Behave professionally and politely
- Aim to provide clear and relevant information, guidance and feedback
- Treat you fairly and with respect
- Offer a friendly and polite service and be sensitive to your needs
- Do our best to help you
- Provide easy-to-understand useful information and keep you up to date about the services we provide
- Respond to feedback and complaints
- Positive employee attitudes – staff will communicate courteously and positively with you at all times and adopt a positive attitude. Our staff will be knowledgeable about the area for which they are responsible. If an answer is unknown or requires further research, we will make sure you are kept informed.

## Our privacy policy for members

The CIOB takes the privacy and security of our members' data seriously and takes all the necessary steps to comply with the Data Protection Act 1998.

Generally, we receive information directly from members. The amount of data held will vary according to the member's professional status and employment situation.

- Data is treated in the strictest of confidence
- Data is kept on a confidential database and will not be given out to other members or parties. We do not pass on members' personal information to anyone unless prior consent is received
- Occasionally we receive requests asking for confirmation of a membership. Confirmation of membership grade is only confirmed if sufficient information can be obtained to identify the member concerned
- CIOB staff are fully trained on the membership database before alterations to members' records can be made.

## Complaints Procedure

We hope you do not have cause to complain about our standards of service, however we know that there will be occasions when things go wrong.

If you do wish to make a complaint the following link will take you to the CIOB complaints process:

[www.ciob.org/about/customerservice](http://www.ciob.org/about/customerservice)

## Members' obligations

Previous sections of this document have been about our commitments to you.

This section concentrates on our expectations of members.

You can help us by giving us all the information we need to help you. Letting us know if you have special needs, telling us how we can improve our service and asking us to explain anything you are not sure of.

- Please pay your subscriptions on time
- Be courteous in all contact with our staff, members and the public
- Abide by the Rules and Regulations of Professional Competence and Conduct
- Use the Members Area of the website to update your contact details to ensure you receive the information you require from the CIOB
- Direct your general membership enquiries to membership department.

The email address for our membership department is [memenquiry@ciob.org](mailto:memenquiry@ciob.org). uk or Tel: +44 (0)1344 630 706.



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