

CODE OF CONDUCT

We want to ensure we are best placed to help and support you no matter the type of question or help you may require. We therefore ask you treat our staff on this principle “treat us as you would like to be treated”.

To ensure we can deliver the highest levels of customer service, build our understanding of your concerns and deliver technical excellence across our industry we commit to and ask you to commit to the below Code of Conduct.

The Code of Conduct helps us to:

- Ensure we all work in a safe and respectful environment
- Ensure we can spend the appropriate time helping and supporting you
- Get the best possible outcome for all parties involved

Our commitment to you:

- We will speak and respond to any correspondence in a professional and respectful manner
- We will address your complaint in accordance with our complaints procedure
- We will be impartial throughout
- We will endeavour to resolve your question in an expedient manner
- We will maintain lines of communication and provide updates in a timely manner

Your commitment to us:

- You will be respectful to our staff and our representatives
- You will give us a reasonable timeframe to respond to your correspondence
- You will not fabricate or withhold information
- You will cooperate fully with any questions or information requested
- You will respect that there are issues outside of our remit and authority. It is not always possible to resolve your issues, questions or complaints to your satisfaction, but we always do our utmost to be fair
- You will respect the outcome of our final decision

Breaches and Appeals

Decisions made to reject a complaint or certification as a result of a breach of the Code of Conduct are not undertaken lightly and a full review of the evidence available to us will be completed by the appropriate team in line with our scheme rules. If we believe that a breach of the Code of Conduct has occurred, we will communicate with you in writing confirming our action and the reasons for doing so.

In certain circumstances we may request that communication made to us is restricted to a certain format or member of our staff.

You have the right to appeal a decision. Appeals will be undertaken in line with our Appeals Process, further information on this is available on request.