



# Consumer Code of Conduct

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**We are committed to dealing with complaints fairly and impartially. We understand that this can be a difficult and stressful time. In order to help resolve your complaint quickly and to your satisfaction we require that you follow the NICEIC Consumer Code of Conduct.**

## **The Consumer Code of Conduct helps us to:**

- Allow our staff to work in a safe and abuse free environment
- Ensure we can spend the appropriate time and effort on genuine cases
- Get the best possible outcome for all parties involved

## **Our commitment to you:**

- We will address your complaint in accordance with our complaints procedure
- We will be impartial throughout
- We will endeavour to resolve your complaints in an expedient manner
- We will endeavour to maintain communication with you throughout

## **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 or fail to specify the grounds for a complaint
- You will cooperate fully with the complaints investigation
- You will respect that there are issues outside of our remit and authority. We may not be able to resolve your complaint to your satisfaction
- You will respect the outcome of our complaints process

## **Breaches and Appeals**

Decisions made to reject a complaint or cease complaint handling as a result of a breach of the NICEIC Consumer Code of Conduct are taken by the NICEIC Customer Relations Manager. 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.

As a consumer you have the right to appeal a decision. Appeals will be reviewed by the Chief Executive Officer or nominated deputy.