

**Here at the CIOB, we are passionate about what we do** – and that includes providing outstanding service to all of our customers. As part of our efforts to continually improve our products and services, when things haven't gone as well as we would have liked, we will investigate further so that we can understand what happened and put it right. If you do raise a complaint, you can be assured that we take this very seriously and will work hard to provide a solution as effectively and efficiently as we can.

## COMPLAINTS POLICY

Our complaints policy gives our members and customers an assured and clear process on how CIOB will manage and resolve your complaints on the products offered and services delivered by us, your Professional Body.

Complaints regarding individual Members or Company Members are dealt with separately. Please access more information [here](#)

## HOW TO RAISE A COMPLAINT

You can get in touch with us using the following methods:

- Submit a web form [here](#)
- E-mail us at [complaints@ciob.org.uk](mailto:complaints@ciob.org.uk)
- Call us on 01344 630 700
- Write to us at:  
Attn: Complaints  
The Chartered Institute of Building  
3 Arlington Square  
Bracknell, Berkshire  
RG12 1WA

Please include as much detail as possible, along with how you would like us to communicate with you.

## WHAT HAPPENS NEXT

Once your complaint is received, a member of the Governance team will acknowledge your complaint and pass it to the relevant department. A member of staff from the relevant department will take ownership of the issue and will keep you up to date on the next steps to ensure a resolution. The Governance team will continue to monitor the complaint to its conclusion.

All complaints received will be acknowledged within one (1) working day and we will strive to provide a solution within five (5) working days of acknowledgement. If more than one department is referenced in the complaint, a response will be provided within 15 working days.

## ESCALATION AND APPEALS

If you feel your complaint requires escalation or you are not happy with the outcome, you may be able to appeal. You can do this by informing us in writing to [governance@ciob.org.uk](mailto:governance@ciob.org.uk) and your reasons for appealing. Following this, a final decision will be made, and you will be informed of the outcome in writing within 15 working days from date of the appeal.