

The Chartered Institute of Building is at the heart of a management career in construction. We are the world's largest and most influential professional body for construction management and leadership. We operate with a steadfast commitment to providing you with key information and support at all times.



OUR TEAM WILL:

- ✓ Answer your call promptly and return all voicemails at the earliest opportunity
- ✓ Respond to your email, web enquiry or letter within **5 working days**
- ✓ Process your application for membership within **14 working days**
- ✓ Acknowledge complaints within **5 working days**
- ✓ Keep your data secure and confidential



WE WILL:

- ✓ Always act professionally and courteously
- ✓ Provide information that is clear and relevant
- ✓ Be transparent and act with honesty and integrity
- ✓ Apologise when we make a mistake – and tell you how we'll put it right
- ✓ Keep you informed if we can't help straight away



WE ASK YOU TO:

- ✓ Tell us how we are doing so we can improve our services
- ✓ Treat our staff the way you would like to be treated
- ✓ Keep your details up to date for the best possible service

Your CIOB Member & Customer Service team is on hand to help.

Contact us on **+44 (0)1344 630700**

or email **customerservice@ciob.org.uk**