



CIGA response to Consumer Champions Review

Over the past six months CIGA's Consumer Champion Teresa Perchard has carried out a root-and-branch review into our organisation's customer service. She came to us with impeccable experience of working in the best interests of consumers and I am extremely grateful for all her efforts in compiling this report.

CIGA welcomes the publication of this review today. The process was, at times, uncomfortable, with a spotlight shone on our business like never before. But no matter how difficult the task has been, Teresa has carried out her work with unrivalled passion and professionalism.

I am confident her efforts will lead to a much improved consumer journey.

I launched the CIGA Change Programme at the beginning of this year because I recognised that both CIGA and the industry's customer service practices were not up to scratch. The Change Programme has seen us publish our first ever annual report, improve information on our website, hire a Head of Customer Service and launch a 'Call Back Pledge'.

The appointment of a Consumer Champion was the most important part of the Programme. The aim of the review Teresa has conducted was to discover what CIGA and the industry do well, what we do badly and how we can improve the experience for customers who contacted us. As part of the process, Teresa collected the views of a wide range of people from across the UK, including individuals, consumer groups, policy makers and installers.

I am delighted to announce that CIGA will accept **ALL** of the Consumer Champion's recommendations as detailed in the review.

Firstly, Teresa says we must fully deliver the Change Programme and we will. Further initiatives continue to be introduced and we will continue to work towards all of the objectives we set earlier in the year. Where these are not as ambitious as the Consumer Champion recommendations, we will always adopt the more stringent target.

To fully carry out Teresa's recommendations, there is some work we can begin immediately but there is also some we will need to develop. However, I don't want this process to take any longer than is necessary.

That is why by January 2016, we will commit to:

- Publish our Guide to Best Practice in complaint handling.
- Publish all scheme rules so anyone is able to see clearly all of the requirements member companies must meet.
- Publish the first of an ongoing series of quarterly statistics on the number and nature of complaints we receive.

It is also why we will commit to instigating the rest of the review's recommendations by the time our next annual report is published, no later than April 2016. This will include:

- Adopting a target to resolve 80% of cases for which CIGA is responsible within 20 working days, down from two months previously.
- Issuing a tender for provision of independent Alternative Dispute Resolution, and establishing clear time limits and trigger events before a case is referred.
- Expanding diversity on the CIGA board by recruiting two professionals as non-executive directors.
- Developing and implementing a vulnerable person policy based on business best practice.

Cavity wall insulation has helped create millions of warm, energy efficient homes. Nearly six million homeowners in the UK have been issued a CIGA guarantee and only a handful have ever run into any problems. Our job has always been to help these households. By providing 25 year guarantees homeowners should have absolute piece of mind if they run into difficulties and confidence when they contact us.

The industry and our customer service has not been good enough but I am committed to improving it. All of us at CIGA will work to build on the recommendations of this review. We are on the right path but there is no reason now why CIGA's customers should expect anything less than the best customer service possible.

Gerry Miller
Chief Executive