



CIGA Complaints Procedure

This procedure is designed to help members of the Public who have a complaint about the workmanship or service provided by a registered CIGA member. Details of currently registered members can be found on the website at www.ciga.co.uk

All members of the Scheme must adhere to the Rules of CIGA, which include specific provisions in relation to handling complaints and in relation to complaints under the CIGA Guarantee. These provide that complaints must be responded to within 1 month.

How To Complain

In order to make a complaint to CIGA write to: The Cavity Insulation Guarantee Agency Ltd, CIGA House, Vimy Court, Vimy Road, Leighton Buzzard, LU7 1FG

Email: concerns@ciga.co.uk

Telephone: 01525 853300

Complaints should clearly specify the nature of the complaint and include photographs, copies of any existing correspondence etc., your full contact details including email if available and name and registration number of the CIGA member involved. All complaints are treated in confidence, although details may be passed to the manufacturer or System Designer for further investigation. All complaints are logged Immediately on receipt, and an acknowledgement sent.

If you require help in making a complaint then you may instruct anyone you choose to act on your behalf.

Complaints Handling

Depending on the nature of the complaint, CIGA will initially direct this to the CIGA member company involved to give them the opportunity to rectify the situation, or, where the member is no longer trading to the supplying System Designer.

The installer or system designer as the case may be will then investigate and report their findings to CIGA within one month, detailing findings from the inspection, digital images if necessary, conclusion and recommendations.

Where remedial works are recommended then these will be arranged by the Installer, System Supplier of CIGA as appropriate and regular updates will be provided.

Where the installer has been unable to resolve a complaint to the customer's satisfaction a CIGA Technical Inspector may investigate, report findings and offer a conclusion together with any advice to the customer.

Redress

In the event of complaints that involve workmanship or materials then these are covered by the independent CIGA 25 Year Guarantee that is provided for all CIGA installations. Details on how to submit a claim under the Guarantee are contained within the Guarantee Certificate.

Performance

CIGA is committed to ensuring that any complaints are handled in an efficient timely manner. Therefore the Certification Committee is regularly provided with details of performance in resolving complaints and timelines.