

# VISION STATEMENT

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## OUR VISION

Cavity wall insulation helps to keep families warm and saves them money on their gas and electricity bills. It is proven to reduce household energy use, reduce greenhouse gas emissions and better insulate our homes from volatile energy prices.

Cavity wall insulation is trusted by millions of households across Britain, with just a handful ever experiencing any problems with the product. Our job at CIGA is to step in if things do go wrong. We help our customers resolve any problems that do occur with cavity wall insulation.

We do this by guaranteeing the installation of cavity wall insulation for 25 years and holding the industry to account to make sure that they look after the interests of homeowners. This means ensuring that any problems with poor workmanship or materials installed by registered installers are quickly fixed, and stepping in if for any reason they are not.

We also work to ensure these problems never happen in the first place by setting, enforcing, promoting and sharing best practice among registered member installers.

CIGA are a not-for-profit organisation and we continuously look to develop and provide opportunities for our staff to better our customer service and improve how the cavity wall insulation industry works for householders. We recognise that installer members play a vital role within the organisation, but are in no doubt that our prime responsibility is to the millions of holders of a CIGA Guarantee.

It is why we always work to understand and improve the way we communicate with CIGA guarantee holders, and identify those vulnerable customers who need a little extra help.

Our values of **honesty**, **efficiency** and **transparency** mean we are committed to dealing fairly, quickly and openly with both homeowners and the industry.

Our vision is to provide top-class customer service and a sustainable future by ensuring that the highest professional standards are delivered throughout the cavity wall insulation industry.

## OUR VALUES

### 1. Championing an **honest** and fair approach

CIGA aims to be honest with both consumers and industry. On the rare occasion that problems with cavity wall insulation arise this means resolving claims dispassionately and treating both CIGA customers, including vulnerable customers, and registered installers, fairly. We employ an independent Consumer Champion to represent the interests of CIGA consumers on our board and ensure that their interests are represented.

### 2. Acting with **efficiency**

CIGA always aims to act efficiently to resolve customer problems. This means investigating complaints as quickly as possible and informing both household and installer in a timely fashion of case outcomes. We aim to resolve 80% of cases within 20 working days.

### 3. Presenting an open and **transparent** business

CIGA is committed to transparency so that customers can be confident their problem is being handled appropriately and the industry is held to account. We regularly publish statistics of our performance, with our finances and operational information documented in our Annual Report.

