



CIGA CUSTOMER JOURNEY MAP

Unit 3, Ouzel Industrial Estate, Grovebury Road, Leighton Buzzard, Bedfordshire, LU7 4ER
015525853300 concerns@ciga.co.uk

Working Days	30 Days	<p>FIRST CONTACT</p> <p>Validate, log and acknowledge within 2 working days of first contact Contact householder within 15 working days of first contact to schedule an appointment Inspection of property within 30 working days of first contact</p> <p style="text-align: center;">↓</p>		
	40 Days	<p>Inspector submits report to CIGA within 2 working days of inspection</p> <p>CIGA reviews the report & proposed action within 5 working days of receiving the report</p> <p>CIGA sends the report and proposal for resolution to the householder within 7 working days of the inspection</p> <p style="text-align: center;">↓</p>		
	75 Days	<p>Customer rejects proposal</p> <p>Stalemate letter/ ADR info issued within 5 working days of receipt of rejection</p> <p>Case closed pending ADR</p> <p style="text-align: center;">↓</p>	Simple Case	Complex Case
	120 Days		<p>Customer accepts proposal</p> <p>Quotes obtained and approved within 5 working days of acceptance of proposal</p> <p>Agreed works completed within 30 working days of quote approval</p> <p>Sign off / Satisfaction survey</p>	<p>Customer accepts proposal</p> <p>Quotes obtained and approved within 5 working days of acceptance of proposal</p> <p>Agreed works completed within 30 working days of quotes approval</p> <p style="text-align: center;">↓</p> <p>Drying out period 30 working days</p> <p>Completion of remedial works 15 working days</p> <p>Sign off / Satisfaction survey</p>
	120 Days			