



# Code of Conduct

## Working together - what you can expect of us and what we expect of you.

Everyone at NICEIC is committed to technical excellence, raising standards, and delivering first-class customer service.

Should you need us, we will assist you in a courteous and professional manner.

Our Code of Conduct sets out this promise and details what we expect of you in return.

### The Code of Conduct helps to:

- allow you and us to work in a safe, professional and abuse-free environment
- ensure we can dedicate the appropriate resource, time and priority
- get the best possible outcome for all parties involved
- ensure the industry, NICEIC, and the work of NICEIC-certified businesses is not brought into disrepute.

### Our commitment to you:

- we will address your needs in accordance with our processes
- we will be fair and impartial throughout
- we will endeavour to resolve your need in an expedient and thorough manner
- we will endeavour to maintain communication with you throughout
- we will abide by our privacy policy and confidentiality agreements.

### Your commitment to us:

- understand there are issues outside of our remit and authority, which may not be able to be resolved to your satisfaction
- agree to recognise and abide by the outcomes of our processes.

### Our commitments to each other:

- be respectful
- allow reasonable timeframes to respond to correspondence
- don't withhold information or fail to specify the grounds for a complaint
- cooperate fully with investigations.

**Contravention of the Code of Conduct is not taken lightly. If a breach of our Code of Conduct has occurred, a full review will be completed by the appropriate team. We will communicate with you in writing confirming our actions and the reasons for doing so. This may result in a restriction of communication to a certain format or member of staff, cessation of communication, closure of relevant accounts or deregistration.**