The Chartered Institute of Building is at the heart of a management career in construction. We are the world's largest and most influential professional body for construction management and leadership. We operate with a steadfast commitment to providing you with key information and support at all times.

Our Member & Customer Service Charter

OUR TEAM WILL:
✓ Answer your call promptly and return all voicemails at the earliest opportunity
✓ Respond to your email, web enquiry or letter within **5 working days**
✓ Process your application for membership within **14 working days**
✓ Acknowledge complaints within **5 working days**
✓ Keep your data secure and confidential

WE WILL:
✓ Always act professionally and courteously
✓ Provide information that is clear and relevant
✓ Be transparent and act with honesty and integrity
✓ Apologise when we make a mistake – and tell you how we'll put it right
✓ Keep you informed if we can't help straight away

WE ASK YOU TO:
✓ Tell us how we are doing so we can improve our services
✓ Treat our staff the way you would like to be treated
✓ Keep your details up to date for the best possible service

Your CIOB Member & Customer Service team is on hand to help.

Contact us on +44 (0)1344 630700
or email customerservice@ciob.org.uk