

Code of Conduct

WORKING TOGETHER: WHAT YOU CAN EXPECT OF US AND WHAT WE EXPECT OF YOU

Everyone at the 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 further outlines 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 and abuse-free environment
- Ensure we can spend the appropriate time and effort on genuine cases
- Get the best possible outcome for all parties involved

Our commitment to you:

- We will address your need in accordance with our processes
- We will be impartial throughout
- We will endeavour to resolve your need in an expedient manner
- We will endeavour to maintain communication with you throughout

Your commitments to each other:

- Be respectful
- Allow reasonable timeframes to respond to correspondence
- At no time fabricate, withhold information or fail to specify the grounds for a complaint
- Cooperate fully with investigations
- 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

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.

You have the right to appeal Code of Conduct certification affecting decisions, these will be reviewed by an impartial individual(s) who have not previously been involved in the process.