



## CORGI Membership Code of Conduct

This Code represents the standards required by CORGI as a condition of membership. The code focuses on providing the consumer with both peace of mind and confidence in contracting a CORGI member to carry out work.

As a representative of CORGI I agree to the following:

### Communication:

- Provision of a friendly, helpful and professional service to my customers at all times.
- Be open and honest with customers and strive to meet the needs of customers with specific requirements.
- Respond to customer enquiries when I say I will.
- Explain my actions and decisions clearly to the customer.

### Accountability:

- Be accountable for my actions and take responsibility for what I and my business have committed to do.

### Service:

- Carry out consistently safe and competent work.
- Always leave customers' premises as I find them.
- Provide fairly priced, written quotes, which are as transparent as possible, to the customer and ensure they fully understand the work involved.
- Arrive at the times I have agreed with the customer or if I can't, let them know within a reasonable time when I will be there.

### Diversity:

- Value and respect the diversity of my customers.

### Expertise:

- I understand I need to undergo continual professional development to ensure I can offer the most modern, most appropriate and cost effective solutions to my customers.

### Customer Complaints:

- Get things right first time. If I fail to do this I will put things right quickly and within a time frame agreed with the customer.

I hereby agree to comply with the standards set out above and have my work duly rated by customers as part of the CORGI rate an installer function:

Signed \_\_\_\_\_

Date: \_\_ / \_\_ / \_\_