



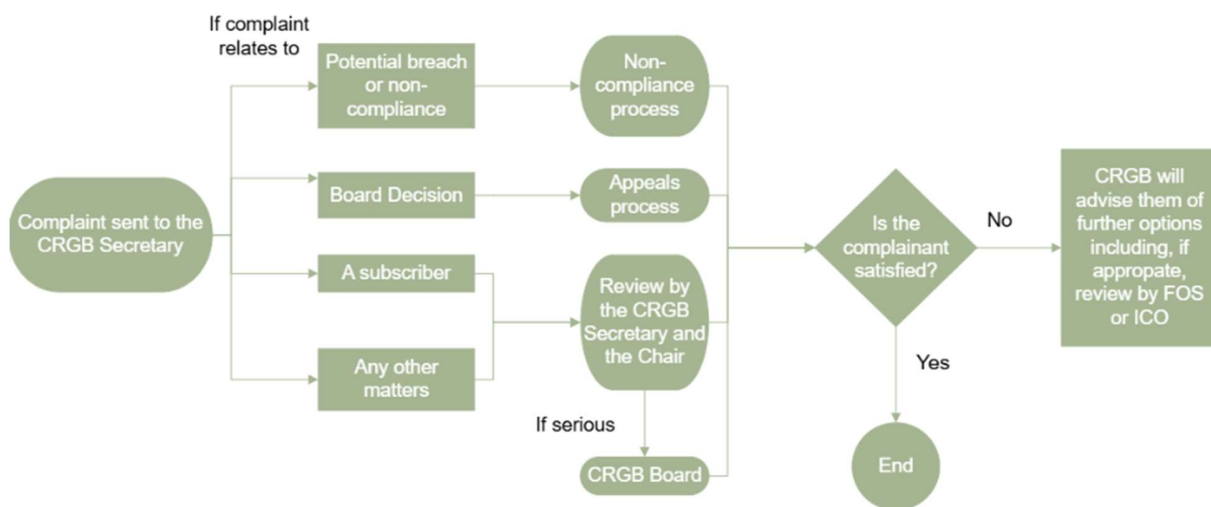
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## ***Complaints Policy***

Version	Date	Owner	Auth or	Approved by	Document Location	Comments
1.0	September 2025	Legal Counsel	CR		Sharepoint	

## Complaints process

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### CIGB's complaints process

1. Complaint sent to the CIGB. CIGB may prescribe appropriate mechanisms to ensure confidentiality to the complainant.
2. The CIGB secretary will acknowledge the complaint, advising the course of action including whether an investigation will be conducted, the name and contact details of the investigating officer (a CIGB employee) and the estimated completion date for the investigation.
3. The Complaint received is added to the CIGB Complaints Log. The complainant may be contacted if more details are required.
4. The full details of the complaint will be shared with the CIGB Chair, including the complaint classification.
5. If the complaint relates to a potential breach or non-compliance of the CIGB's rules, the issue will follow the non-compliance process
6. If the complaint relates to a Board decision, the issue will follow the appeals process
7. If the complaint relates to a subscriber, the details (excluding complainant name) are shared with the subscriber and a written response sought. If the CIGB Chair deems the issue straightforward it will be addressed by the Chair, or if deemed serious it will be shared with the CIGB Board for consideration.

8. If the complaint relates to any other matters, it will be reviewed by the CIGB secretary. If the issue is considered straightforward, it will be addressed by the Chair or if deemed serious it will be shared with the CIGB Board for consideration.
9. After the enquiries are completed, a written response will be sent to the complainant with the conclusions about the complaint. If a further response is received, the CIGB will advise if the views of the Chair or Board have changed.
10. The Complaints Log shall be updated at each stage and with the final conclusion
11. If the complainant is unhappy with the outcome, CIGB will advise them of further options including, if appropriate, regulatory engagement with litigation as the ultimate option.

Upon the CIGB closing a complaint, the CIGB will make appropriate publications of its findings if they are useful to guide industry conduct and practices. The CIGB will take appropriate precautions to ensure confidentiality of the parties involved.