

# IIL Complaints Policy

We are 100% committed to delivering a first-class service to all members.

If you are unhappy with any aspect of our service, we would welcome your comments. This will help us put things right for you and improve our service in general.

We take every complaint and comment seriously and we are committed to addressing any issues that are leading to complaints.

To ensure complaints are dealt with swiftly and completely, we have established the following process:

## Making a complaint

In the first instance your complaint should be directed to the Chief Operating Officer, as they are best placed to help you.

We'll reply to all complaints received within seven working days of receipt and usually provide a full answer. Where this is not possible, you will be given a deadline by which a full reply will be provided.

You can contact the Chief Operating Officer by phone, email or post at the following:

Tel: 07971 010481  
Email: [nicci.greenacre@cii.co.uk](mailto:nicci.greenacre@cii.co.uk)  
Post: Nicci Greenacre  
Chief Operating Officer  
Insurance Institute of London, PO Box 3032, Romford RM7 1UU

## If you're not satisfied

If, after investigation of your complaint, you believe we have not handled it fairly or in an appropriate manner, then you can write directly to the Institute Secretary, [Allison Potts](#).

This should include:

- Your name and address
- Your CII PIN if appropriate
- Your preferred contact telephone number
- A suggestion of what you would like us to do to put things right
- Copy of previous communications you have had with us and, where known, the names of the members of our team you have spoken to.

We will send you an acknowledgement and respond fully within 14 days or, if this is not possible, provide an update on current progress and an expected resolution date.

## Feedback

We welcome feedback, positive or otherwise, on all aspects of our service, so please don't hesitate to let us know what you think. You'll be providing vital information to improve our procedures and processes.

We request feedback following all IIL events. Additional feedback can be submitted by email to [iil.london@cii.co.uk](mailto:iil.london@cii.co.uk)

**Please note:** Should your feedback constitute an expression of dissatisfaction, thus a complaint, we will ensure this is dealt with in line with the IIL Complaints Policy.