



**Chartered  
Insurance  
Institute**

Standards. Professionalism. Trust.

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## CII Complaints Policy

We are fully committed to delivering a first-class service to all our customers. We respect diversity and strive in all our activities to take account of and reflect the interests of all the people we serve. Nevertheless, we do not always get things right.

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

Your complaint should be directed to our Customer Service team, they are trained on the full range of CII and PFS products and services and they can resolve most queries at the first time of asking. You can contact the Customer Service team by email at: [complaints@cii.co.uk](mailto:complaints@cii.co.uk)

We'll reply to all complaints within 5 working days of receipt and usually provide a full answer. Where further investigation is required and we are unable to respond within 5 working days, you will be given a deadline by which a full reply will be provided.

If we are unable to resolve your complaint satisfactorily our Complaints Policy includes an escalation process where your complaint will be reviewed by a more senior member of the team. If your complaint is escalated, we will send you an acknowledgement and respond fully within 14 working days: If this is not possible we will provide an update on current progress and an expected resolution date.

### If you're dissatisfied with how your complaint was handled

If, after your complaint has been fully investigated and escalated, you believe we have not handled your complaint fairly or in an appropriate manner you can raise your concerns to our Director of Customer Service by email at: [complaints@cii.co.uk](mailto:complaints@cii.co.uk).

Please mark the email for the attention of the Director of Customer Service, and your email should include; your name, your CII Permanent Identity Number (PIN), your preferred contact telephone number, a suggestion of what you would like us to do to put things right, and a copy of the previous communications you have had with us.

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



Patron Her Majesty The Queen