

THE CHARTERED INSURANCE INSTITUTE

COMPLAINT FORM

You can find information on how to make a complaint about a CII Member in the CII's Guide to member complaints procedure. Please also read the notes at the end of this form for guidance on answering the questions below.

Please complete in block capitals.

1 YOUR DETAILS

NAME
ADDRESS

DAYTIME TELEPHONE NO.
EMAIL ADDRESS

2 DETAILS OF THE CII MEMBER OR EXAM CANDIDATE ABOUT WHOM YOU WISH TO COMPLAIN

NAME
ADDRESS

EMPLOYER (IF ANY)
ADDRESS OF EMPLOYER

3 PLEASE GIVE A BRIEF DESCRIPTION OF YOUR COMPLAINT

(Continue on the following or separate sheets as necessary)

**4 HAVE YOU LODGED A COMPLAINT ABOUT THIS CII MEMBER BEFORE?
IF SO, PLEASE GIVE DATE OF COMPLAINT.**

YES/NO*

(Please delete as appropriate)

**5 HAVE YOU TAKEN THE COMPLAINT UP WITH THE CII MEMBER OR THE
MEMBER'S EMPLOYER?**

YES/NO*

(Please delete as appropriate)

IF SO, WHAT HAPPENED?

**6 HAVE YOU TAKEN THE COMPLAINT UP WITH ANYONE ELSE (e.g THE FSA or
THE FINANCIAL OMBUDSMAN)?**

YES/NO*

(Please delete as appropriate)

**IF YES, PLEASE GIVE DETAILS OF WHO YOU HAVE MADE THE COMPLAINT
TO AND WHAT HAPPENED?**

Please enclose relevant supporting copy documents regarding your complaint.

I understand that a copy of this form, enclosures and future correspondence may be copied to the CII member and any other interested third parties.

Signed

Dated

COMPLETING THE COMPLAINTS FORM

INTRODUCTION

Please use this form to make a complaint to the CII about the conduct of a CII member.

Please fill in those sections which are relevant to your particular circumstances. We will consider anonymous complaints, but we may not be able to take such complaints forward.

If you need help completing this form please contact the Legal & Secretariat Department on 020 7417 4432.

Please send the form to:

Preliminary Screener
Legal & Secretariat Department
Chartered Insurance Institute
20 Aldermanbury
London
EC2V 7HY

Tel: 020 7417 4432

Fax: 020 020 7814 0064

Email: corp.gov@cii.co.uk

QUESTION 4

If you cannot be specific about the date of a previous complaint, please give month and year.

QUESTIONS 5 & 6

You may lodge a complaint with the CII at any time. You do not have to complain to anyone else first. However, CII members can be subject to other forms of regulation in a number of ways and it will be helpful for us to know what investigations/enquiries have been carried out previously. Where references have been made to other regulators or where the case is or is likely to be before the courts or any other tribunal it may be that the CII will stay its own proceedings pending the relevant decision. It should also be noted that the CII will not hear cases where 12 months have passed since the events complained of took place and the Complainant should reasonably have been aware of those events at that time. Additionally the CII will not hear cases where in the opinion of the Preliminary Screener the complaint is vexatious, frivolous or is otherwise an abuse of the functions of the Institute.

SUPPORTING DOCUMENTS

Please enclose copies of all documents that you consider may be relevant. If there is anything else we need we will contact you and let you know.