

CII Customer Service Statement

Service quality

The CII is 100% committed to delivering a first-class service to all our customers (individuals and corporate entities, members and non-members alike). Our aim is to provide open and fair opportunities for learning, maintaining competence and raising professional standards within the insurance, savings and financial services industry.

The CII is committed to using best practices and implementing policies and procedures to ensure that customers are dealt with on a consistent and fair basis. This is reflected in the guidance notes provided within all our products and services.

CII Customer Service is committed to providing a timely and efficient service. This is implemented and measured through our service standards:

1. Telephone calls: 80% answered within 20 seconds
2. Order processing: 99% of applications/orders received by 3pm processed the same day
3. Despatch: 100% of orders received by the logistics department despatched the same day

The above objective service standards are supplemented by an overriding commitment to place the customer at the heart of the process – something that is to the fore in all staff training. Enquiries are dealt with on a proactive basis, with customers kept informed of the progress of their enquiry until a definitive answer or solution is available.

Contacting the CII

In the first instance, all enquiries should be directed to CII Customer Service:

Tel: +44 (0)20 8989 8464
Fax: +44 (0)20 8530 3052
Email: customer.serv@cii.co.uk
Post: CII Customer Service
42- 48 High Road
South Woodford
London E18 2JP

Complaints

As part of our commitment to maintaining high levels of customer service the CII have established a policy to ensure complaints are dealt with swiftly and completely – this can be viewed online at www.cii.co.uk/customerservice

We take every complaint and comment seriously and we are committed to addressing any issues that are leading to complaints. We will reply to all complaints received within 5 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.

Feedback

We welcome feedback, positive or otherwise, on all aspects of our service. Customer feedback provides us with vital information to help us improve our procedures and processes.

Feedback can be submitted using our online feedback form at www.cii.co.uk/customerservice or by email to customer.serv@cii.co.uk

Please note: Customer feedback that constitutes an expression of dissatisfaction, thus a complaint, will be dealt with in line with the CII Complaints Policy.

Language policy

The CII will respond to requests for assessments in Welsh or Irish where a significant and verifiable demand is shown. Research conducted recently suggests that such a demand does not currently exist. Candidates may contact CII Customer Service if they have any interest in CII providing assessments in languages other than English.

Value for money

The CII is committed to providing value for money to customers in the provision of all its services. We regularly review our pricing to ensure that it remains competitive. Details of fees and charges applicable to each of our products and services can be found online at www.cii.co.uk in the appropriate Information for candidates brochure.