

## 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.

The CII is also committed to creating and maintaining conditions which give access to its education and assessment provision regardless of gender, ethnic or national origin, religion or belief, age, disability or other characteristics and will allow candidates to maximise their potential to the best of their abilities.

For further information on Reasonable Adjustments visit [www.cii.co.uk/exampolicies](http://www.cii.co.uk/exampolicies) or for more information on our diversity values visit [www.cii.co.uk/diversity](http://www.cii.co.uk/diversity)

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 midday will be processed within 24 hours of receipt
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](mailto:customer.serv@cii.co.uk)  
**Web:** [www.cii.co.uk](http://www.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](http://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](http://www.cii.co.uk/customerservice) or by email to [feedback@cii.co.uk](mailto:feedback@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](http://www.cii.co.uk) in the appropriate Information for candidates brochure.

### Issue of results

Results for exams taken on paper are issued by first class post on the date of release. You can obtain your result online at [www.cii.co.uk/examresults](http://www.cii.co.uk/examresults) from 08.00 on the date of the release of results. This is a candidate only secure service and will require you to identify yourself before being granted access to your results. You will be required to input your:

- permanent identity number (PIN) or CII registered email address
- CII password

For exams taken on computer (online), your provisional result notification will be provided immediately on completion of your examination and your confirmed result notification will be posted within 7 working days of your examination.

### Issue of Record of Achievement (ROA)

A ROA will be issued for every unit passed. These will be sent directly to you, within 28 days of the release of results for paper based exams and within 15 working days of the release of your confirmed result for online exams.

### Issue of a qualification completion certificate

#### Written exams

If you have completed a qualification having passed a paper based exam, the completion certificate will be sent directly to you within 28 days of the release of results. The application forms to apply for the appropriate designation will accompany your result notification.

#### Online exams

If you have completed a qualification having passed an online exam, the application forms to apply for the appropriate designation will accompany the completion certificate which will be sent directly to you within 15 working days of the release of your confirmed result.

Full details on results can be viewed online at [www.cii.co.uk/notestoreresults](http://www.cii.co.uk/notestoreresults)

Full details on other 'post results' services relating to checks, reviews, appeals, reasonable adjustments and special consideration can be viewed online on the related pages accessible from [www.cii.co.uk/exampolicies](http://www.cii.co.uk/exampolicies)