The Insurance Institute of Manchester
Chartered Insurance Institute

Complaints Policy

We are 100% committed to delivering a first-class service to all our members. Nevertheless, we do not always get things right.

So, 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 Institute Office, as they are either best placed to help you or know someone that can.

We'll reply to all complaints received within 7 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 Institute Office by phone or email at the following:

Name: **Karen Fothergill**
Tel: 0161 236 2926
Email: lii.manchester@cii.co.uk
Address: **The Insurance Institute of Manchester**
101 Princess Street, Manchester M1 6DD

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 to the Institute's President, current details can be found on the website contacts.

This should include:

- Your name and address
- Your CII Permanent Identity Number (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 members of the institute's council you have spoken to.

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.

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 help us improve our procedures and processes.

We provide feedback forms (anonymous if required) at our events, which should be handed into the event host. All other feedback should be submitted by email to lii.manchester@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 Institute's Complaint's Policy.