



THE CHARTERED INSTITUTE OF LOSS ADJUSTERS

COMPLAINTS PROCEDURE

The Chartered Institute of Loss Adjusters is an institute of individual members. If you wish to check whether an individual is a member of the Institute please telephone 020 7337 9960 or email info@cila.co.uk.

All our members must abide by the requirements of our Charter and our Code of Professional Conduct. Both of these documents can be downloaded from our website (www.cila.co.uk) or telephone 020 7337 9960 for a hard copy.

Our Charter gives us jurisdiction over the professional conduct of our members and consequently we consider complaints which allege unprofessional conduct. Our powers include reprimand, suspension of membership, expulsion from membership or fines.

We have no jurisdiction over matters such as disputes about claim settlement and interpretation of policy cover and we cannot comment or advise on the way in which a claim has been settled or on an offer which has been made.

If your complaint relates to such an area you should contact your insurer or the Financial Ombudsman Service (Tel: 0845 080 1800).

If you feel that your complaint comes within the Institute's jurisdiction please write, outlining your complaint and enclosing any supporting documents, to:

Malcolm Hyde
Executive Director
The Chartered Institute of Loss Adjusters
Warwick House,
65-66 Queen Street,
London EC4R 1EB
Email info@cila.co.uk
Fax: 020 7929 3082

Your complaint will be investigated by the Professional Conduct Committee. We will acknowledge your complaint within seven days and you will receive a first response within 30 days. If further investigation and/or referral to the Institute's Council is necessary we will notify you of the anticipated time scale.

THE CHARTERED INSTITUTE OF LOSS ADJUSTERS

Warwick House, 65-66 Queen Street, London EC4R 1EB

Email: info@cila.co.uk

Website: www.cila.co.uk