

Complaints Procedure



THE CHARTERED INSTITUTE
OF LOSS ADJUSTERS

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THE CHARTERED INSTITUTE OF LOSS
ADJUSTERS

INFO@CILA.CO.UK

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 02038615720 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.

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 or expulsion from membership.

We have no jurisdiction over matters such as disputes about claim settlement and interpretation over 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 (Telephone: 0800 023 4567).

If you feel that your complaint comes within the Institute's jurisdiction, or is a complaint regarding the Institute itself, please outline your complaint, including any supporting documents and send to:

Email: info@cila.co.uk

Post: The Chartered Institute of Loss Adjusters

20 Ironmonger Lane

London, EC2V 8EP

Your complaint will be investigated by the Professional Conduct Committee. We will acknowledge your complaint within 7 days of receipt, 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 timescale.