

## Formal Complaints Procedure

### Introduction

In the first instance, if you are unable to resolve the issue informally, please make formal contact with the member of staff you dealt with, or their manager, so that he or she has a chance to put things right.

If you wish to make a formal complaint, please see the 3-step procedure below. We have endeavoured to make it as straightforward and efficient as possible.

### Step 1

Please outline the details of your complaint, the consequences for you as a result and the remedy you are seeking. You can submit your complaint via online form, letter, email, fax, telephone or feel free to visit our offices.

You can expect your submission to be acknowledged within 5 working days of receipt. You should get a response and explanation within 15 working days.

If you have not provided your contact details, we guarantee to review your submission and take appropriate action when addressing it.

### *Contact details*

Director of Development Services & Education,  
The Insurance Institute of Ireland,  
5 Harbourmaster Place  
IFSC  
Dublin 1  
T: 01 645 6600  
E: [info@iii.ie](mailto:info@iii.ie)

### Step 2

If you are not satisfied with the initial response to your complaint, please write to our Chief Executive so that the response to your complaint can be reviewed. The Chief Executive will acknowledge your request within 5 working days and to issue a response within 15 working days.

Our aim is to resolve all matters as quickly as possible. If an issue is complex and requires detailed investigation, we will issue an interim response describing what is being done to deal with the matter, and when you can expect a full reply.

### Step 3

If you are not satisfied with the subsequent reply from the Chief Executive, then you have the option of writing to the Chair of the Board of Directors stating the reasons for your dissatisfaction with the outcome. Please do this within 15 days of receiving the Chief Executive's written response to your review.

The Chair of the Board of Directors (or their nominee) will respond within 15 working days to inform you of the action to be taken to further investigate your complaint, and when you can expect to hear the outcome of that investigation.