



Police Crime and Discipline Claims Journey

Action Key

Customer

Federation

Addept

Approved crime and discipline panel solicitor

SLA timeframes

New Claim Decision: within 5 working days

Calls returned: within 4 working hours

General Email/Correspondence: within 5 working days

Urgent Email/Correspondence: within 7 working hours

If a member: -

- 1. Receives a Regulation 17 Notice advising they are being investigated for Gross Misconduct (Disciplinary Cover), or
- 2. Is interviewed under caution (IUC), or
- 3. Arrested, or
- 4. Charged

they must obtain a <u>Crime and Discipline Claim Form</u> from their federation representative, also available <u>here</u>. The member must complete the claim form and return it to their federation office.

** Retrospective cover is available to pay the cost of representation at an IUC, where there is insufficient time for prior authorisation to be obtained. This is to a maximum of £500**

The federation office check: -

- The members' status
- Complete the validation section of the claim form.

If the member is subscribed to the group legal expenses insurance scheme, the federation will: -

- Send the claim form directly to the approved crime and discipline panel solicitor
- Copy the submission to Addepts' Claims Team at claims@addeptgroup.co.uk.

If the member is not subscribed to the group legal expenses insurance scheme, the federation will advise the member, and the insurance claim will not progress.





Cover in Place

Claim record created.

Prosects of Success Assessed

Member advised of the outcome.

No Cover

Claim record created. Federation office and panel solicitor informed. Claim closed.

Prospects Confirmed

Terms agreed with panel firm.

Insufficient Prospects

Federation office informed and Claim closed.

Panel firm proceeds with conduct of case. They will: -

- Provide quarterly and key stage case updates to the Addept Claims Team
- Seek further authorisation for action, in accordance with panel terms.

The Claims Team update their Claim record on a periodic basis. They will follow up on any missed updates/actions using their internal diary system.

Panel firm handles the case through to conclusion.

On conclusion, panel firm reports details to The Claims Team.

The Claims Team validate panel firms report, sign off on panel firm fees (subject to panel terms being adhered to) and send confirmation of agreement to panel firm.

Panel firm add fees to the monthly fee bordereau. Bordereau emailed to Addept at month end.