

## Police Crime and Discipline Claims Journey

### Action Key

Customer

Federation

Addept

Approved  
crime and  
discipline  
panel  
solicitor

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 **Crime and Discipline Claim Form** from their federation representative, also available [here](#). 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\*\***

### 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**

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](mailto: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.

