

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 or their federation representative on their behalf, must submit a Crime and Discipline Claim via the Addept online claim portal: www.addeptgroup.co.uk/portals

Alternatively the member, or their federation representative can download a paper claim form from the portal and email it to the federation office instead.

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, or if the claim is submitted via the online portal, complete the validation table provided separately and include within the solicitor instruction email (see below).

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.

