



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

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

#### 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 <u>claims@addeptgroup.co.uk.</u>





#### 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 submit invoice for fees which Addept will settle via the monthly fee bordereau bulk payment process.