Professional Standards

Report of the Professional Standards Committee 2025

Achieving the Highest Professional Standards

Chartered Insurance Institute

Standards. Professionalism. Trust.

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Foreword

Jennette Newman, CII Board Member and Professional Standards Committee Chair

At the end of 2025 I was delighted to be appointed, for the second time, as Chair of the CII Professional Standards Committee – having previously held the role from January 2020 to December 2022. In the interim, I also served as Chair of the CII's Nominations and Remuneration Committee.

I know first-hand the importance the CII Board and Committees place on building, maintaining and promoting trust in the insurance and personal finance professions – and the Professional Standards Committee plays a leading role in these activities. Committee members have a wealth and depth of experience in creating and upholding regulatory and professional standards, and in trailblazing beyond the minimum expectations to forge ways of working that put values, culture and professionalism first and foremost.

This report – the second Annual Report of the Professional Standards Committee – is designed to enhance transparency around the decision-making process and areas of focus of the Committee, as well as to celebrate and highlight the successes and progress made in 2025. This would not have been possible without the efforts of my predecessor, Claire Bassett, and I thank her for her diligent and committed work as Committee Chair from January 2023 to December 2025. I also wish to thank the Committee members – both those who joined the Committee in 2025, and those who stepped down from the Committee last year following the conclusion of their terms.

I now look forward to new opportunities in 2026 and beyond.

Matthew Hill, Chief Executive Officer

Standards, professionalism and trust are the driving forces behind the work we do at the CII, and at the forefront of the work undertaken by the Professional Standards Committee and the CII's Professional Standards team.

All CII members are expected to uphold the CII Code of Ethics, a set of guiding principles setting out the key values of our profession, including high standards of integrity, service and fair dealing.

The Professional Standards Team, with the guidance of the Professional Standards Committee and support from departments across the Institute, seek to ensure members feel confident in upholding the core duties of the Code of Ethics through the provision of relevant learning materials, CPD, and engagement with members directly. Standards are upheld through a variety of activities, such as CPD audit, as well as by partnering with the Legal team on disciplinary matters.

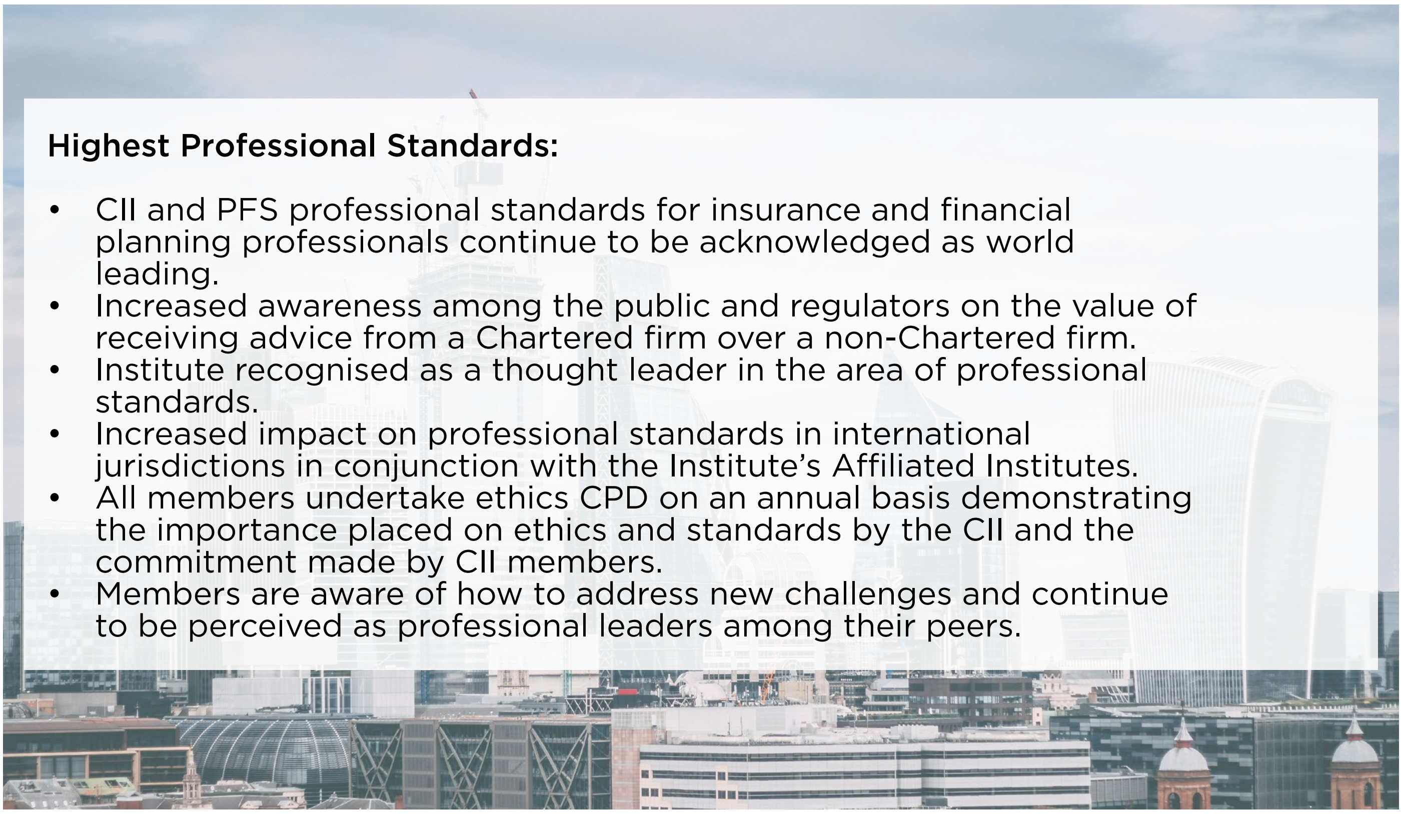
This report highlights the progress made towards the goals set out in the Strategic Plan under 'Highest Professional Standards'. I look forward to reporting on the further progress we make over the coming year.

The CII and Highest Professional Standards

The Chartered Insurance Institute is a professional body founded by Royal Charter in 1912 dedicated to building professionalism and securing public trust in the insurance and financial planning professions. The CII has over 120,000 members across the world, forming a community of professionals who hold themselves to a high standard and strive for excellence. The CII pools the years of experience, training and expertise of its members, staff and volunteers to drive forward professionalism and standards, creating a canon of knowledge and expertise members can rely upon when serving the needs of their clients and building public trust.

Delivering our Strategic Vision:

Highest Professional Standards at the heart of the CII's 5-year Strategic Plan.



Highest Professional Standards:

- CII and PFS professional standards for insurance and financial planning professionals continue to be acknowledged as world leading.
- Increased awareness among the public and regulators on the value of receiving advice from a Chartered firm over a non-Chartered firm.
- Institute recognised as a thought leader in the area of professional standards.
- Increased impact on professional standards in international jurisdictions in conjunction with the Institute's Affiliated Institutes.
- All members undertake ethics CPD on an annual basis demonstrating the importance placed on ethics and standards by the CII and the commitment made by CII members.
- Members are aware of how to address new challenges and continue to be perceived as professional leaders among their peers.

Meet the Professional Standards Committee

Professional Standards at the CII and PFS is overseen by an independent Professional Standards Committee (PSC).

Members of the PSC deploy their time and expertise to play a crucial role in quality assuring the CII's professional standards activities and supporting the CII to achieve its mandate of securing and justifying the confidence of the public and employers and building professionalism. The PSC members are consulted on CII projects and share their expertise on CII working groups.

The role of the PSC:

A summary of the role and deliverables of the PSC is as follows:

- The Professional Standards Committee (PSC) is a committee of the CII Board. On behalf of the Board it provides **strategic expertise and challenge** to ensure that the CII and its **members in the insurance and financial planning sectors operate with the highest professional standards and ethical behaviour.** Through its work the PSC seeks to build and maintain public trust in these sectors.
- It is responsible for the **development and approval of the CII's Code of Ethics**, in order to secure public trust and confidence in insurance and financial planning and to build a reputation which people value. It ensures compliance with the Code by **overseeing the CII's disciplinary and membership eligibility rules**.
- It has responsibility for certain areas of **member learning and development**, through oversight over the processes of **auditing members' Continuing Professional Development and issuing Statements of Professional Standing**. Smooth functioning of these processes is essential for the **maintenance of the CII's Accredited Body status.**
- The PSC has oversight over the **development of the Corporate Chartered Status scheme** criteria and rules. Maintaining the integrity of Chartered status is of vital importance to the CII and the profession.
- The PSC work alongside key stakeholder groups to **develop, approve and monitor professional standards** which have a specific emphasis on **community groups**, such as Local Institutes, Affiliated Institutes, Societies, Government, Regulators and Consumers.
- **Thought leadership** is a core area of focus for the PSC, who are responsible for identifying leadership themes, and opportunities and methods of communication of standards to maximize impact.

Meet the Professional Standards Committee

During 2025 the Professional Standards Committee members were:

- **Claire Bassett**, Independent Non-Executive Chair [Term ended Q4 2025]
- **Ian Burningham**, Market Representative Member [Joined PSC Q2 2025]
- **Christopher Cowton**, Higher and Professional Education Representative Member [Joined PSC Q2 2025]
- **James Daley**, Independent Consumer Representative [Term ended Q1 2025]
- **Chris Digby**, Local Institute National Forum Representative
- **Neil Freshwater**, Market Representative Member [Joined PSC Q2 2025]
- **Edward Grant**, PFS Representative
- **Adam Harper**, Higher/Professional Education Representative [Term ended Q1 2025]
- **Richard Hopegood**, Financial Planning Representative
- **Jane Jarman**, Chair Independent Review Panel
- **Sarah Langley**, Independent Consumer Representative Member [Joined PSC Q2 2025]
- **Stephen Lark**, General Insurance Representative [Term ended Q1 2025]
- **Diane Maxwell**, Independent Consumer Representative Member [Joined PSC Q2 2025]
- **Brendan McCafferty**, ACMA Life & Pensions Representative [Term ended Q1 2025]
- **Kate Wellington**, Independent Consumer Representative [Term ended Q1 2025]

Information about the current PSC members can be found here.

Strategy, Advocacy and Professional Standards

Adam Harper, Executive Director Strategy, Advocacy and Professional Standards commenced his post in March 2025. Subsequently, extensive collaboration with the CII Leadership Team took place to assess organisational requirements and determine how these needs could be effectively addressed by the newly established directorate. The completion of these plans marked the formal creation of the Strategy, Advocacy and Professional Standards Directorate in September 2025.

This directorate consolidated several critical business functions, thereby enhancing strategic cohesion and increasing organisational impact. The following business units were incorporated within the directorate:

- **Communications and Engagement** (previously known as Communications). A new position, **Head of Communications**, was established.

- The **Programme Development and Partnership Manager** transitioned into the Communications and Engagement team.

- **Careers and Talent** was integrated into the directorate, supporting the commitment to the profession's future. The role of Career and Talent Lead was reclassified as **Head of Careers and Talent**, reflecting its expanded scope and responsibilities.

- **Research and Insight** (formerly part of Professional Capabilities and Insight) was situated within the directorate. The existing Professional Capabilities and Insight Manager role was regraded to **Head of Research and Insight**.

- **Professional Standards** remained a central function within the directorate. A new position, **Head of Professional Standards**, was established.

- The **Policy and Public Affairs team**, as well as the **Equality, Diversity & Inclusion Manager**, continued to operate within the directorate.

This restructuring was designed to bolster strategic alignment and facilitate greater impact across the organisation. The integration of these business units ensured a cohesive approach to meeting both current and future organisational objectives.

The Professional Standards Team

The CII's Professional Standards team focus on the creation, implementation and promotion of professional standards and ethics.

The team's main areas of focus include:

- Assurance of member CPD compliance.
- Oversight of corporate Chartered standards.
- Promotion of professional standards, particularly the CII Code of Ethics.

Representatives from the team attend every Professional Standards Committee meeting and provide updates on behalf of the CII.

In 2025, the following CII staff members made up the Professional Standards Team:

- Two Professional Standards Managers (one on Maternity Leave)
- Professional Standards Manager FTC (October 2025 – February 2026)
- Professional Standards Co-ordinator
- Two Continuing Professional Development Co-Ordinators

The Professional Standards team works closely with other CII departments, and much of the work reported on in this paper would not have been possible without the input, support and leadership of colleagues across the CII, most notably from the following teams:

- Legal
- Governance
- Research & Insight
- Policy & Public Affairs
- Risk & Compliance
- Communications & Engagement
- Sales Operations
- Customer Service

Promoting Professional Standards

CII Ethics Resources - Professionalism in Practice

CII Code of Ethics

The CII Code of Ethics sets out principles which all members commit to and must adhere to. These principles are designed to ensure the maintenance of high standards of integrity, probity and ethical and fair dealing.

Five Core Duties of the CII Code of Ethics

Members must:

- Comply with the Code and all relevant laws and regulations
- Act with the highest ethical standards and integrity
- Act in the best interests of each client
- Provide a high standard of service
- Treat people fairly regardless of: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion, belief, sex and sexual orientation.

Members that breach the standards set out in the Code are held to account under the CII's Disciplinary Processes.

Moving from theory to practice

To bring the Code of Ethics to life and bridge the gap between ethics and the complexities of the modern working environment, a number of companion and practical guides have been produced by the CII. The guides aim to support members in achieving the principles of the Code by contextualising them in relevant workplace scenarios.

Practical and Companion Guides

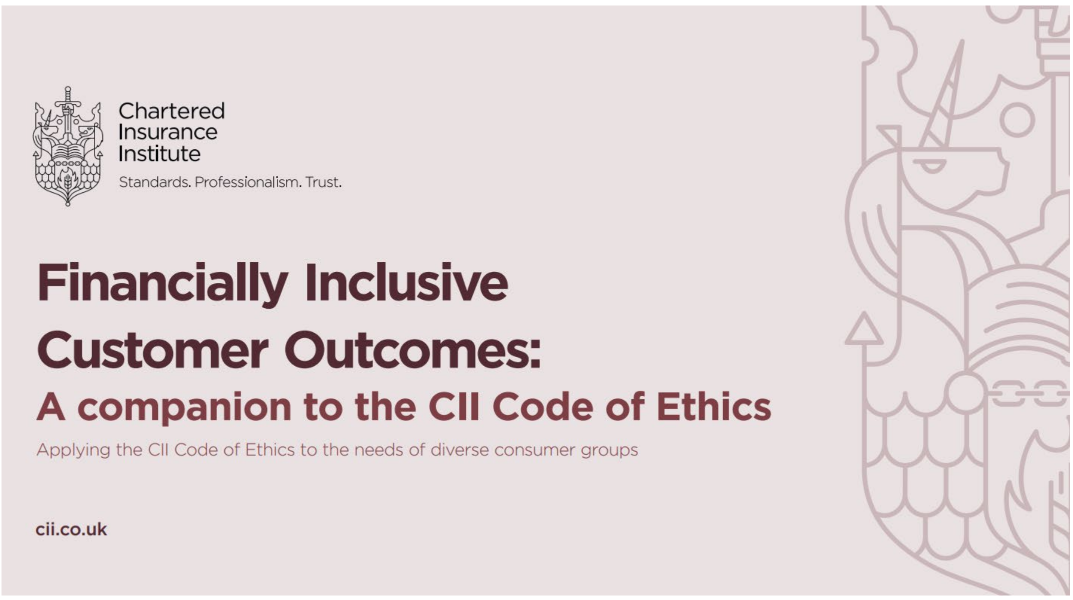
- [Code of Ethics – A Practical Guide]
- [Digital Ethics Companion Guide]
- [Digital Ethics Companion – A Practical Guide]
- [Green Finance Companion Guide]
- [Financially Inclusive Customer Outcomes Companion Guide]
- [Chartered Transparency Ethical Companion Guide]

Additionally, CII produces resources including articles, podcasts and webinars aimed at supporting CII and PFS members with their learning and development needs relating to professionalism. This includes partnering with key stakeholders to develop learning materials, ensure consistency of messaging, and collaborate with subject matter experts.

For example, the CII's Local National Institute Forum (LINF), the Local Institute Network and PFS Regional Committees are leaders in bringing together professionals to share knowledge, develop skills and expertise, and provide a space for networking and socialising. Therefore, an ethics workshop was developed and piloted for LINF in June 2025, giving LINF members the opportunity to step inside the CII's disciplinary decision-making process. The session improved transparency by providing a behind the scenes look into the workings of a disciplinary investigation, and allowing attendees to make judgements and discuss with peers about what they felt would be the most appropriate and fairest course of action.

Additionally, the CII's Professional Standards Manager worked alongside the European Financial Planning Association (EFPA) to receive training on ethics case studies created by EFPA specifically designed for Financial Planners. The CII have a strong working relationship with EFPA, and at the end of 2025, Rebecca Aston, Professional Standards Manager, was appointed to the EFPA Ethics Committee. This collaboration will enable CII to shape and develop ethics resources for financial planning professionals across Europe, and to share learning, updates and support materials with PFS members.

Ethics CPD webinars form an ongoing aspect of the resources CII provides to members to build confidence and capability when facing ethical dilemmas. Browse our upcoming webinars and view recordings of past events here.



Emerging Ethics

The CII monitors sector trends including emerging ethics risks and topics, and produces content in response to meet the needs of CII members.

Non-Financial Misconduct

In October 2024 the FCA published results of a survey conducted on Non-Financial Misconduct (NFM). In January 2025 the CII met with the FCA to discuss the survey results, and remained in contact with the regulator throughout 2025 regarding the CII's vision for the future of ethical conduct and professionalism in insurance and financial planning.

NFM — bullying, discrimination, harassment, misuse of power etc., has no place in the professions the CII serves. The CII's commitment is to create a culture where professionals, from leaders to practitioners, understand their role in upholding and enforcing standards which create an ethical, inclusive environment.

CII has the ability to influence both members and Chartered firms in terms of adherence to an ethical framework and to promote positive customer outcomes. This is done by providing support through publishing the ethical framework, promoting resources which help members to ground themselves within that framework, and enforcing standards to ensure ongoing compliance.

SUPPORT

- Publish a code of ethics which seeks to give members the confidence and capability to respond to ethical dilemmas and promote professionalism in their workplaces.
- Create resources which seek to give members the knowledge needed to behave ethically.
- Gather insights about areas and topics where members may need additional support, and respond to that need.

PROMOTE

- Create and promote resources which help members ground themselves within the ethical framework.
- Shine a light on examples of desired behaviours.
- Work with firms, regulators and other key stakeholders to align our ethical framework to their needs/processes.

ENFORCE

- Monitor compliance e.g. through CPD audit, membership eligibility checks, annual renewals.
- Receive and review complaints against members, Chartered members and Chartered firms.
- Investigate instances of misconduct through our published Disciplinary processes and impose sanctions.
- Publish Disciplinary outcomes.

Managing Vulnerability

Research shows that up to half of UK adults show characteristics of vulnerability at any given time, and most will experience vulnerability at some point during their lives. As a result, firms that fail to manage vulnerability effectively are unlikely to meet the Financial Conduct Authority's Consumer Duty obligation of providing good outcomes for all customers.

To help insurance and personal finance firms to better identify, support, and deliver fair outcomes for customers in vulnerable circumstances, in November 2025 the CII published a landmark guide - Managing Customer Vulnerability in Insurance and Personal Finance: A Practical Implementation Guide – which provides actionable direction on translating regulatory principles into practice.

"Effective vulnerability management is about more than regulatory compliance. It is about creating a fairer, more resilient system for all customers. In embedding the principles of this guide into their culture and operations, firms will not only meet the expectations of good practice, but also contribute to the development of a sector that conscientiously strives to meet the needs of every customer."
(Matthew Hill, Chief Executive of the CII)

The guide, developed in collaboration with vulnerability experts, customer experience practitioners, and individuals with lived experience of vulnerability, includes practical resources to help firms translate regulatory intent into measurable action. Key features include:

- A six-step vulnerability management framework: identify, quantify, monitor, support, adapt and report
- A strong focus on data infrastructure and outcomes reporting, addressing areas of improvement identified in recent Financial Conduct Authority reviews.
- Guidance on the enabling elements required for successful vulnerability management including leadership commitment, training effectiveness and good practice for data sharing.
- Implementation pathways with proportionate approaches for firms of different sizes and complexity.
- Practical tools including checklists, case studies, and system selection criteria.

"As the UK Cabinet Office Disability and Access Ambassador for the Insurance and Financial Planning sector, I welcome the publication of the Managing Customer Vulnerability guide - a timely and practical resource that supports firms and individuals in embedding inclusive practices and responding meaningfully to vulnerable client circumstances. It is a great example of the Professional Body convening power, bringing together a diverse range of expertise for the benefit of wider society."

(Eddie Grant, UK Cabinet Office Disability and Access Ambassador [Insurance and Financial Planning] and CII Professional Standards Committee member)

Equality, Diversity and Inclusion

The CII is committed to equipping its members with practical tools and guidance to foster an inclusive and representative workforce and profession. In 2025 it held a CPD event 'From Bias to Benefit: Baking AI into Insurance' in collaboration with the CII EDI Network Partner, and the CII Employee Resource Group (ERG) Rainbow Alliance. How many attendees?

- 51% of registrants attended live
- 20% of registrants felt the learning objective exceeded expectations
- 50% of registrants felt the speakers exceeded expectations
- 50% of registrants felt the resources exceeded expectations.

In 2025 the CII published its 'Be Safe' guidance which provides a framework for attendees of all CII, Local Institute or Personal Finance Society Local Committee events guidance and practical support about how to respond to any incidents which may threaten their physical or psychological safety. The guidance helps those responsible for events to ensure any incident is managed in the most appropriate way and give confidence that action will be taken by the CII Group if necessary.

Upholding Professional Standards

Corporate Chartered Status

The CII's Royal Charter enables us to award Corporate Chartered Status to organisations who meet the scheme's criteria. Being awarded Chartered status signifies an organisation's commitment to upholding high professional standards, staff development and delivering positive consumer outcomes.

The CII offers 4 corporate Chartered titles:

- Chartered Financial Planners
- Chartered Insurers
- Chartered Insurance Brokers
- Chartered Insurance Underwriting Agents

As of the end of December 2024 there were 644 Chartered firms employing 43,236 staff.

- Corporate Chartered Financial Planners: 521
- Corporate Chartered Insurers: 24
- Corporate Chartered Insurance Brokers: 87
- Corporate Chartered Insurance Underwriters: 12

Setting the Standard for Chartered firms

All Chartered firms are assessed for compliance with the scheme's rules at the point of application and on an annual basis by the Professional Standards and Sales Operations teams. Additionally, the Professional Standards team works closely with the CII Corporate Development Managers and Business Development Executives to communicate messaging related to standards to Chartered firms, and help firms promote Chartered status internally and to their clients.

The Professional Standards team consider complaints about Corporate Chartered firms if they have not met the standards expected of them. The CII has previously stripped a firm of its Chartered Status for failing to declare a regulatory sanction. No complaints about Chartered firms were received in 2025.

Corporate Chartered Review

To ensure that corporate Chartered status continues to be a trusted badge of excellence, acknowledging the effort firms who achieve the award put into nurturing knowledge, serving society and putting their clients first, the CII commenced a review of all aspects of the Corporate Chartered scheme, including the criteria.

A key driver of the review was to make Corporate Chartered Status more relevant to consumers and have a more direct impact on public trust – following the model of closer examination of customer outcomes set forth by the FCA.

This was a significant area of focus in 2025. In Q2, initial consultation webinars were held – open to Chartered and non-Chartered firms, and focusing on large and small insurance firms and large and small financial planning firms. These had excellent levels of engaged feedback, and attendees were largely supportive of principles and direction of the proposed changes, stressing the importance of not lowering or being perceived to lower standards.

Some firms have also generously given additional time to submit 'test' applications under the proposed new criteria – often alongside their usual renewal submissions to maintain their Chartered status. They were given freedom to submit evidence they felt demonstrated their compliance with criteria, which has been invaluable in assisting CII in ensuring the proposed criteria are fit for purpose and suitable for firms of varying size and specialism.

This 'Application Process Test' remains ongoing, gathering rich insights into firms' readiness to respond to the new criteria, the support and guidance they need and any benchmarks CII may establish for future submissions.

Throughout the year, progress was made in modelling the potential impact of the proposed changes, including projected growth of firms previously excluded and potential reduction in membership following changes to the mandated 90% of customer facing staff. Additionally, CII commissioned a new and improved consumer survey into awareness, understanding and value of Chartered.

More information can be found on the dedicated website, including recordings of the consultation webinars and FAQs.

Continuing Professional Development (CPD)

All qualified CII members are required, as a condition of their membership, to complete a minimum of 35 hours of CPD every year. This exceeds regulatory minimums and is a hallmark of the commitment to professionalism of CII members. The CII's CPD work is underpinned by a robust quality assurance and compliance framework. The CII conducts audits of its members' commitment to CPD. For Financial Advisors working in a regulated role this process is undertaken on behalf of the Financial Conduct Authority in the CII's capacity as the largest of three Accredited Bodies. These processes are monitored and assessed by external auditors every two years, with results reported to the FCA.

Supporting the learning journey

For CII members, completing CPD is more than a tick box exercise. It's about ensuring and maintaining professionalism in an ever-evolving world. Undertaking, planning and reflecting on learning is key to this. The CII's Professional Map, launched in 2022, is a competency framework, career development tool, and an international benchmark for excellence. The Professional Map was reviewed and updated in 2025 to reflect the changes driven by AI and the Consumer Duty.

"Artificial intelligence is reshaping business models, outcomes-based regulation is placing greater weight on personal judgement and ethics (...) The updated Map strengthens the alignment between CII standards and the Financial Conduct Authority's Consumer Duty."
(Vanessa Riboloni – Head of Research and Insight)

Find out more about the Professional Map here.

CPD constant development

The CII produces **30,000 – 40,000 hours of CPD content every month.** Through its volunteer network of Local Institutes and Personal Finance Society Regions, CII members had access to 1,986 CPD events in 2025, supporting learning throughout their careers. The CII hosts its CPD content on its Learning Hub which allows members to access online CPD content and to register for events across the UK.

In 2025 the CII's Learning Hub was redesigned and a new CPD editorial team was established to curate CPD learning as well as map this against the Professional Map. A new Centralised CPD resource was created to support the extensive work of the CII's volunteer network in providing relevant content for the Professional Map.

Planning learning

Alongside the Professional Map CII members have access to a CPD recording tool allowing them to log and reflect on their learning. The tool directly reflects the Financial Conduct Authority's guidance on recording CPD.

CPD Tool There are currently 98,773 live users of the site.

In 2025 the CII launched My CPD which embeds CPD recording capabilities into its online publications The Journal and Personal Finance Professional.

Driving up public standards - Accrediting CPD

The CII provides an accreditation service within the financial services sector, benchmarking third-party learning activities against the CPD Accreditation Standards, which are aligned to professional excellence. CII accredited content can be mapped to the Professional Map, allowing members to complete learning aligned to their experience and role.

A robust 6-stage verification process is focused on 3 key criteria:

- **Transparency**
- **Quality**
- **Professional development**

"The accreditation process followed by the CII is extremely rigorous and robust and helped us to significantly improve the quality of our course offerings. We are extremely grateful for the thoroughness and forensic nature of the accreditation process."
John Kusi-Mensah – Vice President, MetLife Distribution Centre of Expertise

In 2025 **97 learning activities** were accredited including technical learning, events, publications and global collaborative programmes such as the Lloyds 'Dive in' Festival.

A changing regulatory landscape - IDD

2025 was a year which saw a shift in the regulatory learning landscape. The Insurance Distribution Directive (IDD) which required all staff directly involved in distribution of insurance products to complete a minimum of 15 hours of CPD each year was removed in favour of an outcomes-based approach and a requirement for 'firms to monitor the knowledge and competence of their employees'.

"This presented a challenge for the CII because the 15 hours was a more tangible requirement than simply monitoring knowledge and competence. The CII worked with the FCA to make the high-level requirement more tangible, with the FCA saying in its final Policy Statement:

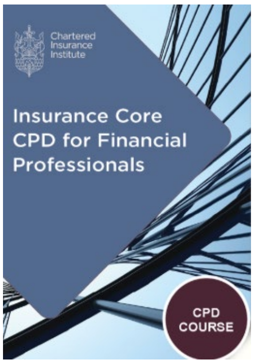
> *Our proposal is not intended as a relaxation of the overall competence and training expectation in our rules....Competency frameworks, including the CII's Professional Map can help individuals and firms identify training and development needs and plan appropriate CPD.*

This allowed firms to avoid onerous recording against a numerical training target, while maintaining a clear message about the relevance and benefits of ongoing training."

CII Director of Policy and Public Affairs, Matthew Connell

Since the changes the CII has provided direct and personalised advice to its membership on these regulatory changes, supporting them in application of the regulatory changes. Members can request industry specific myth-busters on the issue which answer common questions about the impact of the changes on them and their regulatory obligations.

A Free (to members) digital CPD programme providing an IDD pathway was created to complement this IDD pathway.



CII Disciplinary Processes

There may be occasions where members' behaviour falls short of the standards expected of them. In those instances the CII's Disciplinary Regulations and Procedures provide a framework through which members of the public, employers, fellow professionals and the CII itself can consider any potential breaches of the Code of Ethics.

If a CII member is found to have breached the Code of Ethics, sanctions can be applied ranging from a warning all the way through to expulsion from membership. All upheld breaches are published on the CII's website, CII Journal and the Personal Finance Professional. This helps ensure that there is transparency on behaviours that impact trust in the profession and demonstrates that the CII takes such breaches seriously.

Independent Review Panel

The Independent Review Panel is Chaired by Professor Jane Jarman of Nottingham Law School. Jane also sits on the Professional Standards Committee to provide a direct link between the CII's disciplinary process and oversight Committee. The Independent Review Panel is comprised of 7 members, a mixture of CII members, lay persons and legally qualified persons. The Review Panel received training in 2025 from the CII's in-house legal team reinforcing the roles and responsibilities of IRP members, using previous cases as practical examples to ensure consistent understanding and application of the panel's remit.

The Independent Review Panel has oversight of every complaint received by the CII. Panel members are independent of the CII and volunteer their time to ensure the integrity of the financial services profession by providing an independent complaints process.

Disciplinary Case Analysis

To ensure learning from disciplinary investigations and sanctions can be shared with members and the sector, the CII undertakes an annual review of its cases led by Professional Jarman presented at the first PSC meeting of each year. The figures covering January 2025 to February 2026 show the CII received 144 concerns, a 21% increase on 2024. 18 of those concerns resulted in action being taken by way of a consensual order or determination published on the CII's website.

Analysis of closed cases reveals a trend in increasing complexity of concerns raised. In 2021 much of the active caseload of concerns consisted of examination and assessment breaches, however, this representation has reduced in real terms since 2021 with more traditional disciplinary concerns such as alleged workplace misconduct and poor complaint handling, now representing the largest category raised.

The CII aims to resolve most cases within 6 months of receipt.

As of February 2026 there are 48 open cases:

- 1 case > 12 months old
- 11 cases 6 – 12 months old
- 28 cases < 6 months old

If you have feedback for the CII in relation to Professional Standards, including suggestions of areas you would like more support and guidance on, please email ProfessionalStandards@cii.co.uk. We would welcome your input and the opportunity to deliver on the areas that are of most concern to our members.

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Professional Standards Committee
Annual Report 2025

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