

23/03/2020 OFFICE CLOSURE

The offices at CILEx Regulation (including the Chartered Institute of Legal Executives and CILEx Law School) are now closed to protect the health and wellbeing of our staff and to support the country in its efforts to contain the Covid-19 virus. Unfortunately, due to the new social distancing measures, we are **unable to accept postal submissions**. We are currently working on creating a process for online submission of applications. We're reviewing all possible options, including electronic signature method and will provide more details as soon as possible.

Our workforce will continue to work remotely and will continue to provide services using our online channels including email and social media services. Telephone and postal services will however be disrupted until such time as we can re-open our offices. Please continue to visit our website for updates.

Everyone across CILEx is working very hard to continue to provide our regulated members and customers with the best possible service. We appreciate your patience and understanding if our response times are longer than usual during these exceptional circumstances.

To help manage enquiries as effectively as possible we have set up the following dedicated customer service contact points:

For CILEx Regulation queries please use #CILExReghelp or email info@cilexregulation.org.uk or for application specific queries please email applications@cilexregulation.org.uk For CILEx members please use: #CILExhelp or email: membership@cilex.org.uk

For CLS students, please use: academic@cilexlawschool.ac.uk (for study related queries) or for general enquiries email: cst@cilexlawschool.ac.uk For urgent enquiries only - members and students can call the CILEx dedicated telephone line: 01234 841000.

The January examination results will be issued via the myCILEx portal on Friday 27 March at 10am, as previously notified. All results enquiries will be dealt with as promptly as is possible, again whilst operating on a limited level of staff. A dedicated e-mail address has been set up for exam queries this is support@cilex.org.uk

We look forward to resuming normal service as soon as possible and in the meantime, we hope all our members and learners remain safe and well.