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|  | Referral of complaint about member(s) |
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|  |  |  |  |
| --- | --- | --- | --- |
| **Your personal details** | | | |
| Surname |  | | |
| First name(s) |  | | |
| 🞎Mr 🞎Mrs 🞏Miss 🞎 Ms 🞎Other (please specify): | | | |
| Address: |  | | |
| Postcode: |  | | |
| Telephone: | Home: |  | |
|  | Work: |  | |
|  | Mobile: |  | |
| Which would you prefer us to use if we need to contact you by telephone: | | |  |
| Email: |  | | |

**Please note that we will send a copy of the complaint (excluding this page) and any correspondence from you in relation to the investigation to the member concerned.**

Office use only

Please indicate below whether you authorise the Institute and Faculty of Actuaries to disclose the following to the respondent (if included in any future correspondence or in any documentation provided to support the complaint), bearing in mind he/she may already have these details through prior correspondence between you.

|  |  |  |  |
| --- | --- | --- | --- |
|  | | Yes | No |
| Address:  Office use only | Work |  |  |
| Home |  |  |
| Telephone: | Work: |  |  |
| Home: |  |  |
| Mobile: |  |  |
| Email: | Work |  |  |
|  | Private |  |  |

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| --- | --- |
|  | Referral of complaint about member(s) |
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|  |  |
| --- | --- |
| **Your personal details** | |
| Surname |  |
| First name(s) |  |
| Mr Mrs Miss  Ms Other (please specify): | |

|  |  |
| --- | --- |
| **Details of the member(s) you wish to refer a complaint about** | |
| Surname |  |
| First name(s) |  |
| Address (if known): |  |
| Postcode: |  |
| Surname |  |
| First name(s) |  |
| Address (if known): |  |
| Postcode: |  |
| Surname |  |
| First name(s) |  |
| Address (if known): |  |
| Postcode: |  |
| Surname |  |
| First name(s) |  |
| Address (if known): |  |
| Postcode: |  |

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| --- | --- |
| **Details of the complaint** | |
| Have you already raised the complaint with the member(s)?  Yes  No | |
| If yes, please state when you raised it: |  |
| and what the outcome was: | |
| Have you already raised the complaint with any other organisation or person?  Yes  No | |
| If yes, please give name of organisation or person: |  |
| And the date when you raised it: |  |
| and what the outcome was: | |
| When did the actions leading to this complaint take place? |  |
| If this was more than five years ago, please say why there has been a delay in referring this matter. | |
| Please say what your complaint is about. Include what, in your view, the member has done wrong. State the facts as clearly as you can, in a logical order, and stick to what is relevant to the complaint. Use extra pages if required. | |

|  |  |
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| **Other people with information to help an investigation** | |
| Please give the names and addresses of any other people who you believe may be able to help us to investigate this matter. | |
| Name: |  |
| Email address: |  |
| Name: |  |
| Email address: |  |

|  |  |
| --- | --- |
| **Documents to support the complaint** | |
| Please send us **copies** of any papers that you have which may support the complaint. **Please do not send original documents**. Please list below what you have sent: | |
|  | |
| Have you written to the Institute and Faculty of Actuaries before about this matter? | Yes  No |
| If yes, please give date of your letter: |  |

**Please note that complaints will first be assessed to determine whether or not they should be accepted for investigation**. Complaints are assessed on the following criteria:

* whether the complaint could amount to misconduct if the facts are proven; and/or
* whether there is a reasonable prospect of proving the matter giving rise to the complaint; and/or
* whether the matter giving rise to the complaint should be considered by another body and/or court before being reassessed. In particular, if the matter you wish to complain about concerns allegations of criminal conduct, you should ask the police (or other relevant authority) to investigate it first.

**Please note that we will send a copy of the complaint and any correspondence from you in relation to the investigation to the member concerned.**

**Under the Disciplinary Scheme you do not have a formal role and are not a party to the process**. When a complaint is made about a Member, the IFoA takes over the complaint and investigates it. We may ask you to provide more details about the complaint and relevant documentation in order to assist our investigation, however, it is up to us as to how to manage the investigation. In making a complaint against a Member you accept that the IFoA will decide how to best investigate the matter.

**Please sign and date your completed form:**

|  |  |  |
| --- | --- | --- |
| Signed: |  | Print name: |
| Dated: |  | |

Please send your completed form to: [disciplinary.enquiries@actuaries.org.uk](mailto:disciplinary.enquiries@actuaries.org.uk)