

### How to make a complaint to the IFoA

If Members decide to proceed with an allegation against another Member, they should write to the Disciplinary Investigation Team giving as much of the following information as possible:

- the name and contact details of the Member or Members concerned;
- details of what, in your view, the Member has done wrong;
- what the impact of the alleged Misconduct has been;
- the dates on which the events that you describe took place;
- whether or not the Member may have been suffering from ill health at the time of the alleged Misconduct;
- copies of any relevant documentation (being careful not to breach confidentiality when doing so); and
- the names and addresses of anyone who could support your concern from their own personal knowledge;
- whether you have raised this matter with the Member or with the Member's employer;
- whether you have raised this matter with any other regulator and if so, what was the outcome; and
- what outcome are you looking for in making the allegation?

Disclosures made to the IFoA may not be protected by law. Members are, therefore, advised to consider seeking advice before making a report if that report is likely to result in the disclosure of confidential information. Where it is possible for a Member to protect confidentiality by redacting supporting documents or preserving the anonymity of users, then they ought to do so.

Further information on making a report can be found on the IFoA's website.<sup>1</sup>

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<sup>1</sup>[www.actuaries.org.uk/upholding-standards/complaints-and-disciplinary-process/how-make-complaint](http://www.actuaries.org.uk/upholding-standards/complaints-and-disciplinary-process/how-make-complaint)