

INSTITUTE AND FACULTY OF ACTUARIES

PUTTING THINGS RIGHT

The Institute and Faculty of Actuaries (IFoA) is committed to the provision of a high quality service. If we make mistakes we want to put things right. By monitoring any concerns raised, including any formal complaints, and by taking prompt corrective action where necessary, we seek to learn from where things have gone wrong and improve the standard of our service for future users.

1. Scope

- 1.1 The process outlined below is for use when handling feedback and complaints primarily about the standards of service at the IFoA.
- 1.2 The process is most likely to be used for feedback or complaints about staff, however in some circumstances it might also be an appropriate mechanism for complaints about volunteers in their capacity of working for the IFoA.
- 1.3 This version of the “Putting things right” document, issued 20 June 2017, supersedes all previous versions and processes for the handling of standards of service, feedback and complaints, including all previous documents of the same name.
- 1.4 The process runs entirely separately from the disciplinary scheme of the IFoA. Where a complaint is raised about a staff member or volunteer who is also an Actuary, consideration will be given to whether this might give rise to a complaint under the disciplinary scheme. In these circumstances you will be contacted to discuss the most appropriate action.
- 1.5 Circumstances which might give rise to a complaint under this procedure include (but are not limited to):
 - Unreasonable delays
 - Mistakes
 - Discourtesy
 - Failures of process
 - Inadequate communications

2. How to complain

- 2.1 It would usually be appropriate to raise the matter initially with the person you have been dealing with, or their manager. However the IFoA recognises that it will not always be appropriate or possible to raise a concern directly with a member of staff. Making a complaint will not alter how we treat you in future.
- 2.2 If you have spoken with the person involved or their manager and have been unable to resolve the matter, or you do not feel it is appropriate to raise the matter directly with them, you should provide your feedback or raise a complaint by writing to the below address.

Putting Things Right
Office of the Chief Executive
Institute and Faculty of Actuaries
Holborn Gate - 7th Floor
326-330 High Holborn
London
WC1V 7PP

Email: puttingthingsright@actuaries.org.uk

- 2.3 When making a complaint you should provide the following information:
- Your name and address
 - What went wrong
 - Who you dealt with
 - What effect our actions had on you
 - The resolution you are looking for
 - Any relevant reference numbers or other information that will assist in investigating the matter

3. What will happen next

- 3.1 The Chief Executive, or an appointed Director, will review your complaint and decide whether or not it should be accepted for consideration under Putting Things Right.
- 3.2 Where the complaint is accepted under Putting Things Right the Chief Executive will then either consider the complaint themselves, or assign the complaint to the Chair of the Management Board, a Director, or an appropriate senior member of staff who has not previously been involved in the substance of the complaint to investigate.
- 3.3 Where a complaint is not accepted under Putting Things Right, the reasoning for that decision will be communicated to the complainant. Reasons for rejecting a complaint might include (but are not limited to):
- Other complaints process(es) have not yet been fully concluded
 - The complaint is about a matter of IFoA policy rather than standards of service
 - The complaint falls below a de minimis level of seriousness
 - There is a more appropriate complaints channel (e.g. the Disciplinary Scheme) for the particular complaint
 - The subject of the complaint has already been substantively considered under Putting Things Right
- 3.4 In certain circumstances we appreciate that it will not be appropriate for the Chief Executive, a Director, a senior member of staff or the Chairman of the Management Board to investigate a complaint. In these circumstances the matter will be submitted to the President of the Institute and Faculty of Actuaries, who will either investigate the matter personally or appoint an appropriate person to investigate on their behalf.

- 3.5 We aim to provide you with confirmation as to whether the complaint has been accepted under Putting Things Right, and if so the name and contact details of the person investigating your complaint, within one week of your complaint being received.
- 3.6 We aim to respond in full to all complaints within four weeks of you being informed of the details of the investigating person; however this is not always possible. If we are unable to provide a full response within four weeks you will be notified and given an estimate of when we expect to respond in full.
- 3.7 The finding of the investigation is final.
- 3.8 Where a complaint is upheld you will receive an apology and be notified of any remedial action taken as well as any changes to our procedures in light of your complaint.