



Institute  
and Faculty  
of Actuaries

# IFoA Membership Complaints Policy

October 2021

## Contents

1. Introduction.....	3
2. Who can complain? .....	3
3. What types of complaint are covered?.....	3
4. Stage One: Informal Complaint.....	3
5. Stage Two: Formal Complaint.....	4
6. Putting Things Right.....	4

Version Control		
10/06/2020	Specific policy developed for Membership	PM
02/2022	Policies merged: IFoA Qualifications Complaint Policy IFoA Lifelong Learning Complaints Policy IFoA Membership Complaints Policy	PM

## 1. Introduction

Excellent member service is at the heart of everything we do but from time to time however, mistakes can happen. When things go wrong, we want to hear about it so that we can recognise, acknowledge and correct any errors straight away. All feedback is vital to the IFoA's commitment to continue to improve and learn.

This policy is designed to ensure that any concerns or complaints are dealt with in a fair and consistent manner, and explains how to raise a concern or complaint relating to the service experience and/or the administration of requests by setting out a simple two-step process.

## 2. Who can complain?

The complaints policy can be used by:

- any member of the IFoA; or
- any individual undertaking an IFoA examination as a 'non-member' through the non-member entry route.

## 3. What types of complaint are covered?

This policy allows individuals to raise general concerns and feedback relating to the level of service received and should be used as a first step. Some examples are below:

- Member service experience
- Error or misinformation in IFoA correspondence
- Complaint about a member of IFoA staff
- Significant delay in service or provision

The above list is not exhaustive.

This policy is not designed to deal with all complaints or concerns about the IFoA. Your issue may be redirected to a more appropriate route if it relates to:

- any live or ongoing process relating to exam qualifications (for example, an education-related appeal process).
- any allegation of misconduct relating to a member (please see Disciplinary allegations).
- feedback about IFoA policy or strategy (including regulatory, qualification and disciplinary matters).
- any concern or complaint by a member of the public who is not an IFoA member (please see "Putting Things Right").
- concluded complaints, previously considered under this policy or its predecessors.

Historical complaints (relating to circumstances more than six months ago), or other matters which are actively being considered by another appropriate complaints channel (IFoA or externally) will be accepted at the sole discretion of the IFoA.

## 4. Stage One: Informal Complaint

To share your experience and help us address any issues, we encourage you to liaise directly with the IFoA service or team responsible in the first instance. This is considered an informal complaint and we strive to resolve these within five working days.

Discussing a mistake or error straight away with your usual point of contact is usually the quickest way to resolve the issue. If you feel uncomfortable discussing the matter directly with your usual point of contact, raise this informally with another member of staff (for example, with a line manager or the Head of the team).

Please note that if you have not raised the matter informally with your point of contact before making a formal complaint, there will be a short delay in processing your formal complaint while the IFoA carries out this initial step.

## 5. Stage Two: Formal Complaint

If you are unsatisfied with the response and level of service you have received following the informal route, you are welcome to raise a formal complaint. Please ensure that in doing so, you provide as much information as possible, including any supporting evidence or documentation – the more details you can provide helps us to resolve your complaint in a timely manner. Please send it to [membershipcomplaints@actuaries.org.uk](mailto:membershipcomplaints@actuaries.org.uk)

We need enough detail about what happened in order to investigate your complaint. Details will, in most cases, be required to be shared with the staff member or department involved in order to fully investigate the matter.

### **What happens after you have submitted a complaint?**

- You will normally be advised within three working days who will be dealing with your complaint, what the next steps are and the expected timescale for the investigation to take place. If we are unable to consider your complaint under this policy, or a different channel is more appropriate, we will confirm this to you and explain the reasons for this decision.
- Your complaint will be investigated by the person appointed to deal with it. This is often, but not always, a more senior member of the IFoA staff. They will review your complaint and speak to the individuals involved to get a full understanding of what happened, and why. This usually takes around 30 days but will vary depending on the nature of the complaint. You will be kept up to date if that timescale is likely to change.
- Once your complaint has been investigated, you will receive an email summarising the outcome. This email will explain who investigated your complaint, what information/documentation was considered, the final outcome and the reasons for that decision. For all complaints (upheld in part, full or not upheld), any further action, such as a process improvement or review feedback, will be detailed in the email, which will bring the formal complaint process to an end.

## 6. Putting Things Right

In exceptional circumstances, where a complainant can demonstrate that all other appropriate complaints channels (as noted above) have been exhausted, a complaint may be eligible for consideration under Putting Things Right.

Putting Things Right does not review substantive evidence where a decision-making process has been followed, but can be considered for service-related complaints relating to employees and/or volunteers involved in such processes where no other appeals or complaints process exists. The Putting Things Right process runs entirely separately from the IFoA's disciplinary scheme. If you are unsure whether your complaint is eligible to be considered under Putting Things Right, please view the policy [here](#).

For more general information on complaints handling at the IFoA, please visit our website <https://www.actuaries.org.uk/about-us/choosing-right-avenue-your-complaint>



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