



Institute
and Faculty
of Actuaries

Reporting conduct to the IFoA

Frequently Asked Questions (FAQs)

19 September 2024

1. Introduction

When things go wrong, the IFoA has a Disciplinary Scheme to address conduct by our Members which falls short of the standards expected. This helps to maintain and protect the standards, professionalism, reputation and public perception of our Members.

This FAQ document is intended to help members of the public and Members of the IFoA who are concerned about the conduct of an IFoA Member and are unsure what to do.

2. What sort of conduct should I report to the IFoA?

Conduct by IFoA Members should be reported to the IFoA if it falls significantly short of the standards of behaviour, integrity, competence or professional judgement which other Members or the public might reasonably expect of a Member.

Misconduct can include conduct in a Member's professional and non-professional life; however non-professional conduct can only be considered to be Misconduct if it could reasonably be considered to reflect upon the profession. For example, a conviction which has occurred in a member's non-professional life may be considered to reflect upon the IFoA given the public and serious nature of a conviction.

3. Who can I complain about?

The person must have been a Member of the IFoA at the time the conduct took place. You can complain about a former Member, if they were a Member of the IFoA at the time the conduct took place.

If you are unsure whether the subject of the complaint is or was a Member of the IFoA, you can search for them on the [Public Actuarial Directory Listing](#) or contact disciplinary.enquiries@actuaries.org.uk.

The IFoA can only investigate the conduct of its Members; it cannot consider complaints about firms or companies.

4. Who can I contact if I am unsure whether to make a complaint to the IFoA?

The Disciplinary Investigations Team at the IFoA are happy to answer any questions that IFoA Members or the public may have about making a complaint. Whilst we cannot advise you on whether or not a complaint should be made, one of our team can talk you through the process and the types of conduct that can be investigated. Please contact disciplinary.enquiries@actuaries.org.uk.

The [Professional and Regulatory Support Helpdesk](#) is a free and confidential support service for Members of the IFoA. Members may submit questions on the application of professional and technical standards, as well as ethical dilemmas which Members may encounter in the course of their actuarial work.

If you are an IFoA Member, you can:

- call +44(0)131 240 1313 to speak directly to a member of the IFoA's regulatory team;
- login to the Members' area of the IFoA website where you can view a dedicated Helpdesk section with information on the support available and an online form to submit more detailed queries;
- choose how you would like to receive a response to your enquiry.

5. How do I make a complaint?

To make a complaint, please complete the [Complaint Form](#), available on our [Raising a Concern](#) webpage and submit this to disciplinary.enquiries@actuaries.org.uk.

If you are unable or do not want to use the form, please email disciplinary.enquiries@actuaries.org.uk giving as much of the following information as you can, including:

- The full name of the Member(s) concerned.
- Details of what, in your view, the Member has done wrong, and which you believe may be misconduct. Please set out the facts as clearly as you can, in a logical order, focussing on what is relevant to the complaint. You may wish to refer to [relevant professional guidance](#).
- What the impact of the alleged misconduct has been.
- Dates when the relevant events 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 documents.
- Names and contact details of anyone who could support the complaint from their own personal knowledge.
- Whether you have raised this matter with the Member or with their employer.
- Whether you have raised this matter with any other regulator (such as the Pensions Ombudsman, the Financial Services Ombudsman or the Financial Reporting Council) and if so, what was the outcome.

6. Can I make a complaint anonymously?

If an allegation is received from an individual, it is in the interests of fairness that the IFoA Member who is the subject of the complaint (the Respondent) is aware of who referred the complaint (the referrer). The names of referrers are therefore provided to Respondents.

Alternatively, it is open to the IFoA to initiate an investigation where it becomes aware of information, for example from an anonymous source or through the press, which may amount to misconduct. The IFoA will then consider what action it may be able to take. If the IFoA decides to initiate an investigation after being made aware of the information, the details of who provided the information under this Executive Referral process would not normally be disclosed to the Member.

However, depending on the nature of the conduct, we may still need evidence or a witness statement from the referrer. If you are concerned about the Member knowing who told the IFoA about their conduct, please [email us](#) and we can discuss the options available with you.

7. If I make a complaint, will I be involved in the investigation?

When a complaint is made about a Member, the IFoA takes over the complaint and investigates it. Under the Disciplinary Scheme you do not have a formal role and are not a party to the process. In making a complaint against a Member you accept that the IFoA will decide how to best investigate the matter.

Depending on the nature of the complaint, we may ask you to provide more details about the complaint and relevant documentation in order to assist our investigation.

Some cases may result in a public hearing before a Disciplinary Tribunal Panel and we may ask you to provide a witness statement or appear as a witness. We can discuss this with you if your complaint reaches this stage.

8. Will I or my employer be named in the determination?

Where there is a finding of misconduct, the determination will normally be published, and the Respondent will normally be named in the determination. The names of the referrer, witnesses and third parties will be anonymised in the determination.

9. Can I receive compensation or an apology from the IFoA Member?

The IFoA operates a Disciplinary Scheme in the public interest, to protect members of the public and the reputation of our Members. If there is a finding of misconduct, the sanctions available include a reprimand, a period of education or training, a fine, suspension or removal of a practising certificate and suspension of or exclusion from Membership of the IFoA. The Disciplinary Scheme cannot require the Respondent to compensate or apologise to those affected by their conduct.

10. I reported a misconduct issue to my employer who have investigated and resolved the issue through their disciplinary process. Can the same misconduct issue also be investigated by the IFoA?

Yes. The employer's role and the IFoA's role in investigating allegations of misconduct are separate, as the IFoA is considering the allegation taking into account actuarial standards and the profession as a whole. The matter should therefore also be raised with the IFoA.

11. What should I do if I am not sure whether I am able to share information or documents with the IFoA due to confidentiality or data protection.

Please [contact us](#) if you are unsure whether you can provide us with certain information or documentation. We can discuss this with you, and where appropriate, can discuss the matter with your employer or other third party.

12. I want to report cheating in exams. How do I do this?

Any concerns relating to exams are dealt with by the IFoA's Assessment team who can be contacted at AssessmentRegulations@actuaries.org.uk. More serious cases of misconduct relating to exams may be referred to the IFoA's Disciplinary Scheme, but in the first instance please contact the Assessment team.

13. What do I do if my concern is about the IFoA?

If your concern is about the service provided to you by the IFoA, or something the IFoA has done, you can find more information about the best way of raising your concern on our [Choosing the right avenue for your complaint webpage](#).

14. I have recently been convicted of an offence. How do I report this to the IFoA?

In accordance with Principle 4 of the Actuaries' Code, Members must, as soon as reasonably possible, disclose any of the following to which they become subject:

- an adverse final determination, judgement, or disqualification by a regulatory body acting in the exercise of its statutory or regulatory function;
- a court finding of fraud or dishonesty;
- a conviction of a criminal offence.

Minor driving offences which result in a fixed penalty notice do not need to be disclosed to the IFoA, however if the driving offence results in a criminal conviction you are required to advise us.

You can make a self-referral by completing a [self referral form](#) or contacting disciplinary.enquiries@actuaries.org.uk.

If your query relates to ongoing criminal proceedings, we will not usually commence a disciplinary investigation until the conclusion of those proceedings.

If you are not sure whether you are required to disclose something to the IFoA, please contact disciplinary.enquiries@actuaries.org.uk or the [Professional and Regulatory Support Helpdesk](#).

15. Where can I find recent disciplinary decisions?

Panel determinations are published in the Actuary magazine or on the [IFoA website](#).

16. What is the difference between a complaint to the IFoA and a complaint to the FRC?

As a professional body, the IFoA directly regulates Members, including investigating allegations of misconduct. Where there is a public interest allegation, which may give rise to serious public concern or damage to the public confidence in the profession, the matter may be investigated by the FRC instead of the IFoA. In the first instance please contact our [Disciplinary Investigations Team](#) who can make a referral to the FRC if applicable.

17. Where can I read further information about the IFoA's Disciplinary Scheme?

If you are considering making a complaint, you may find it helpful to consider the information on our [raising a concern](#) webpage. This includes links to:

- our [information note](#) we have prepared about the process;
- a [complaint form](#) should you wish to proceed to make a complaint; and
- the [self referral form](#), if relevant.

Document control

Version	Date of publication	Overview
1.0	19 September 2024	Information note Disciplinary Scheme effective 1 August 2023

Disclaimer

This information note has been prepared by the IFoA to assist persons who wish to make a complaint about the conduct of an IFoA Member. This document is not legal advice and is not a substitute for the Scheme. Where there is any conflict between this information note and the Scheme, Regulations or Guidance, the Scheme, Regulations or Guidance will be followed.

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