

Complaint about a Member(s)

The Institute has prepared guidance about its Disciplinary Scheme including guidance on Complaint Handling and Making a Complaint which will assist you in understanding our processes and possible outcomes. We encourage you to read the guidance prior to completing this form.

If you are an individual making a complaint

Personal Details		
Surname		
First name(s)		
Telephone:		Mobile:
Email:		

If you are a corporation/entity making a complaint

Company Details	
Name of corporation/entity:	
Address:	
Name of authorised person making the complaint:	
Telephone:	
Email:	

Please note that the Institute usually sends a copy of the complaint and any correspondence from the Complainant in relation to the investigation to the Member/former Member being complained about – which will include your name and may also include the email address used for submitting the complaint.

If you wish to remain anonymous

If you do not wish to be named, or have your email address shared with the Member/former Member, please make your request at the time you submit your complaint.

Your request will be considered by the Convenor of the Conduct Committee and, if agreed to, you (or your company) will not be treated as the Complainant in the Scheme and will not be provided with any further information about the Institute's consideration of their complaint. It is important to be aware however **that the person, body or company who raised the concern may still be called as witness in any disciplinary proceedings.**

Confidentiality:

Please be aware that any information you are provided with during an investigation, including copies of determinations, are provided on the understanding that you will maintain the confidentiality of the information/ documentation.

Details of the complaint

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.

Have you already raised the complaint with the Member(s)? ☐ Yes ☐ No

If yes, please state when and how you raised the issue(s):

What was the outcome?

Have you already raised the complaint with any other organisation or person? ☐ Yes ☐ No

If yes, please give name of organisation or person:

On what date(s) did you raise it:

What was the outcome:

When did the actions leading to this complaint take place?

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 and assist us to assess it. **Please do not send original documents.**

Please list below the copies of the documents you have sent:

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Have you written to the Actuaries Institute before about this matter?	☐ Yes ☐ No
If yes, please give the date(s) of your correspondence:	

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 once we have assessed it falls within the Disciplinary Scheme.

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, any ensuing investigation is required to be carried out under the regulatory framework set out in the Disciplinary Scheme which operates independently of the Institute Council. We may ask you to provide more details about the complaint and relevant documentation in order to assist that investigative process. This means that the relevant investigative and decision making bodies under the Scheme's framework are responsible for managing any investigation and hearings so as to ensure that it meets the Scheme's requirements and objectives. In making a complaint against a Member you accept that they will decide how to best investigate the matter. We will inform you of the outcome.

Privacy Notice

Your complaint is subject to the confidentiality, publication and disclosure requirement of the Scheme as well as the Institute's [Privacy Notice](#), [Privacy Policy](#), [Waiver](#) and [Terms of Use](#).

Please sign and date your completed form:

Signed:		Print name:	
Dated:			

Please send your completed form to: disciplinaryscheme@actuaries.asn.au