



## Registering a Complaint/Grievance for Part III

### Introduction

The Actuaries Institute respects the rights of its members to enquire about particular aspects of the Part III Education Program, or to submit a complaint/grievance about the Part III Education Program.

In cases where there are general queries about course material, tutorials, assessments, or other related areas members are advised to post their query on the relevant course Discussion Forum. These Forums are reviewed by the Course Leader and the Education Manager on a regular basis (2-3 times per week). Answers posted on the Discussion Forums have been found to be of benefit to members in most cases. Where the query requires additional follow up, the Course Leader will respond to the query in a timely manner.

Members should be aware of the rules and guidelines for posting messages on the web and should adhere to these guidelines when making postings.

General queries about the administration of courses should be directed to the Education Manager. This will be acknowledged within two working days of it being received and answered within 3-5 working days.

### Procedure to register a complaint/grievance.

When a member feels that the Discussion Forum is not an appropriate place to voice their concern or grievance, and wishes to lodge a more confidential enquiry regarding the Part III Education Program they are advised to follow the procedure listed below.

1. Complete the attached 'Complaint/Grievance Form for Part III Education Program' and send it to:  
Head of Learning  
Level 2, 50 Carrington Street  
Sydney NSW 2000

***Please mark the envelope 'Private and Confidential'***

2. The Head of Learning will email the member to acknowledge receipt of the complaint within 2 working days of it being received. A written response to the complaint will be forwarded to the member within 3-5 working days of the application being received (where possible). If the complaint needs to be forwarded to the Course Leader or another Actuaries Institute staff member for further clarification, this will be done in confidence and in a timely manner.

### Additional Information

#### Assignment Enquiries

A member may have an enquiry about the way that their assignment has been marked. If they can justify this using the solutions provided on the web, they are advised to submit their marked assignment and the Complaint/Grievance Form for Part III Education Program within 5 working days of receiving their assignment back to the Education Manager. This will be forwarded to the relevant Course Leader for comment and review.

*Whole assignments will not be remarked, however Course Leaders will review the section of the assignment where the member has queried their mark, based on evidence they have provided. Course Leaders will review the request within 10 working days.*



Members are reminded that any attempt to mislead or deceive the Actuaries Institute or Course Leader by submitting a different assignment than that which was originally submitted will be dealt with under the Actuaries Institute's Academic Misconduct Policy.

#### Exam Enquiry

Members who meet certain criteria may apply for a Chief Examiners' Report. Details of the eligibility criteria, costs and due dates for requesting a Chief Examiners' Reports are available on the web.

#### **Conclusion**

The Actuaries Institute recognises that members may wish to lodge a complaint or grievance about the Part III Education Program. Members should be aware of the time frames in which to lodge this and also should be aware of issues relating to confidentiality, and the content of any letter/email/discussion forum posting that may be offensive to those who read it.

The Actuaries Institute also recognises that these matters will be dealt with in confidence and that only appropriate members of the Actuaries Institute people will be informed of the issues being raised by the member.

Members are also encouraged to provide feedback to the Actuaries Institute through the Subject evaluations available at the end of each semester. These evaluations provide a useful feedback tool and assist the Actuaries Institute in its endeavour to provide an excellent education program to its members.



**Complaint/Grievance Form for Part III Education Program**

Members wishing to register a Complaint/Grievance for the Part III Education Program are to complete and submit this form.

**PERSONAL INFORMATION**

Surname: ..... First Name.....

Member ID: .....

Preferred Mailing Address:.....

Contact numbers: Work ..... Home: ..... Mobile: .....

Email address: .....

Area of complaint/grievance (pleas tick appropriate box)

- Course Material
- Tutorial
- Assignment
- Examinations
- Discussion Forum
- Other (specify) .....

Nature of Complaint (Please provide detail below)

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Submit form (marked 'private and confidential') to:

Head of Learning  
Level 2, 50 Carrington Street  
Sydney NSW 2000  
Australia

**\*Privacy policy:** Your privacy is important to us. The collection use and disclosure of personal information by the Actuaries Institute is covered in our Privacy Policy which is available at <http://actuaries.asn.au/utills/privacy-policy>