

1 Background

The IFA protects the public by regulating and monitoring its members and member firms which provide accountancy services. We set and monitor the professional standards of our member firms as required to ensure employers, clients and other stakeholders receive a good service and that the rule of law is being upheld.

To support this work, the IFA receives information from various sources including members and member firms, regulators and professional bodies, law enforcement and the general public.

If information is provided to us on a confidential basis, we will take the appropriate steps to protect your identity.

2 Reporting

(a) Firms supervised by the IFA

If you come across an accountancy firm or trust and company service provider which is supervised by the IFA and appears to be ignoring the Money Laundering Regulations 2017 regulations, you can report this to us in confidence. If information is provided to us on a confidential basis, we will take the appropriate steps to protect your identity.

To assist us with your concern please complete the IFA's complaints form and provide as much information as possible, together with any documentary information. Please send the completed complaints form and supporting information to:

Martyn Durbidge martynd@ifa.org.uk

OR

Disciplinary Case Manager
The Institute of Financial Accountants
CS111, Clerkenwell Workshops
27-31 Clerkenwell Close
London EC1R 0AT

Further information on our complaints process is available on our [website](#).

Alternatively, if you know or suspect that an IFA member, student, affiliate or member firm (or their employee(s)) is involved in dishonest or serious misconduct or are unsure about whether you should raise a concern, you may want to contact the IFA by email whistle@ifa.org.uk or phone +44 (0)20 3567 5999 to report your concerns.

How we will use the information

Depending on the information you have provided, we may take different types of action in the future, including:

- keeping the information for future use;
- using the information to supervise a firm more closely; or
- using the information as part of a formal investigation and disciplinary process of a particular firm.

How will we keep you informed?

We will write to you to confirm receipt of your information within five working days of receipt and may continue to write to you throughout the process.

(b) Firms not supervised by the IFA

If you come across an accountancy firm or trust and company service provider, that does not appear to be supervised under the Money Laundering Regulations 2017 or appears to be ignoring the regulations and isn't supervised by the IFA you can:

- Contact the relevant supervisory body and tell them what you know.
- Check [HMRC's supervised business register](#) or the [Financial Conduct Authority register](#) for their supervisor's details and refer them accordingly.
- If you can't find the name of a known supervisor, please email [HMRC MLR Central Intervention Team](mailto:MLRCIT@hmrc.gsi.gov.uk) at MLRCIT@hmrc.gsi.gov.uk

3 Sources of whistleblowing guidance

- [IFA Code of Ethics](#)
- [Public Concern at Work \(PCAW\)](#)