

Chapter 24

Redress of Individual Grievances: Service Complaints

1. The aim of the service complaints system is to provide Service personnel with a process that is fair, effective and efficient through which they can have valid grievances on matters relating to their service in the Armed Forces addressed and can seek redress.
2. The authoritative policy and guidance is set out in JSP 831 (Redress of Individual Grievances: Service Complaints), and is designed to be used by Service personnel when making a complaint and by all those responsible for handling and managing such complaints.
3. The JSP can be accessed at the following links:

Defence Intranet:

<http://defenceintranet.diif.r.mil.uk/Reference/DINsJSPs/Pages/JSP831.aspx>

GOV.UK:

<https://www.gov.uk/government/publications/jsp-831-redress-of-individual-grievances-service-complaints>