
Annex F: Service Complaint Form

Timeline for Making a Complaint

1. If you want to make a Service Complaint you must normally do so within three months of the date of the incident (if the matter is a single event); the date of the latest incident (if the matter took place over a period of time); or the date the Special-to-Type procedure (STT) (if applicable) ended - for further guidance on STT processes see Chapter 2, sub - paragraphs 2.6.1 & 2.6.2 of the Procedure document.

Support and Advice

2. Before submitting a Service Complaint you may want to seek the advice of your Assisting Officer (AO) for help in completing this form. This may be an Officer, Warrant Officer, Senior Non-Commissioned Officer or Civil Servant who the relevant single Service Secretariat Central Admissibility Team (CAT) can appoint or arrange to be appointed for you, or you can approach somebody yourself. Further details on the role and responsibilities of the AO are in Chapter 8 of the Procedure document.

3. If applicable to the circumstances of your complaint, you should seek advice from the unit Diversity and Inclusion Adviser (D&I (A)) - details on the role of the D&I(A) can be found in Part 2, Annex C of [JSP 763 - The MOD Behaviours and Informal Complaint Resolution Policy](#). A range of independent help is also available to you throughout the Service Complaints process, and this can be found at Annex Q of the Procedure document.

How to fill in a Service Complaint Form

4. It is recommended that you submit a statement of complaint via the My Complaint application (accessible via the SCIO portal on [Defence Gateway](#)). Where this is not appropriate, you can submit a Service Complaint in writing using this Annex F form and send this to your single Service Secretariat Central Admissibility Team (CAT). Details of these teams and who to send your Service Complaint Form to can be found at Annex Q, or ask your unit's HR team for advice if you are not sure who to make your complaint to.

5. If your complaint involves a number of similar or related incidents e.g., involving the same individuals, you should submit a single Service Complaint form. Otherwise, each complaint should be made using a separate form.

6. In setting out your complaint, include the facts and circumstances of how you allege that you have been wronged, provide this as clearly as you can (see Section 3). You must set out:

- a. the date(s), time(s) and location(s) of each incident. If you cannot remember the date(s) of the incident complained of, you should say so. You should do this in date order, starting from the earliest to most recent, and number them.
- b. the incident itself or, if there was more than one, each of them. If the

OFFICIAL SENSITIVE – PERSONAL (when completed)

incident(s) happened over a period, you should say when this ended or when the latest incident happened starting from the oldest to most recent.

c. the name of any person who you allege to be the subject of or implicated in any way in the matter, or matters complained about.

d. the name of any policy or organisation that you believe is connected to the matter, or matters complained about.

7. We know you are more likely to feel satisfied with the Service Complaint system if your complaint has been captured and reflected properly. To help achieve this, you will need to set out in Section 3 the following so that your complaint is easily understood:

a. What is the wrong? i.e. what happened to you (and if appropriate, who you believe wronged you)?

b. On what date did the wrong occur or what was the date of the last wrong?

c. Why was it wrong? i.e. what should have happened instead?

d. What was the impact on you and how should it be fixed? i.e. what outcome do you want?

8. You should clearly and concisely express the wrongs that are being alleged, to ensure the whole issue is considered and the full impact understood when the Specified Officer is determining admissibility.

9. If you consider your complaint includes allegations of bullying, harassment, discrimination, or any other unacceptable behaviour, you should also provide:

a. details of who you believe is bullying or harassing or discriminating against you, including how they are related to you in terms of:

- (1) a colleague (either in your unit or another unit).
- (2) someone in my chain of command.
- (3) my Commanding Officer.
- (4) someone I manage.
- (5) someone else who works for the Ministry Defence.
- (6) any other person.

b. details of anyone who witnessed the incident(s), your relationship to them and what you consider they were a witness to;

c. the effect that the incident(s) had on you; and

d. any attempt you have made to resolve the matter.

10. Regulation 4(2)(c) of the Armed Forces (Service Complaints) Regulations 2015 and Regulation 5(2) of the Armed Forces (Service Complaints Miscellaneous

Provisions) Regulations 2015 refers to the type of conduct described below. If behaviour under one or more of these categories is alleged, Section 4 of the form must be completed and linked to the alleged wrong(s) detailed in Section 3:

- a. discrimination (in this context, 'discrimination' means discrimination on the grounds of colour, race, ethnic or national origin, nationality, sex, gender reassignment, status as a married person or civil partner, religion, belief or sexual orientation, and less favourable treatment of the Complainant as a part-time employee);
- b. victimisation;
- c. unlawful harassment;
- d. bullying;
- e. dishonest or biased behaviour;
- f. a failure of the MOD to provide medical, dental or nursing care for which the MOD was responsible; or
- g. the improper exercise by a Service policeman of statutory powers as a Service policeman.

11. For more information on the definitions and detailed examples of these categories please read Part 1, Chapter 2 of [JSP 763 - The MOD Behaviours and Informal Complaint Resolution Policy](#).

12. Make clear what redress (outcome) you seek from this complaint. Redress means the action you would like to be taken as a result of your complaint.

Who to send the form to

13. Once you have completed the form, submit a signed and dated copy to your single Service Secretariat Central Admissibility Team (CAT). Please see Annex Q for email addresses and points of contacts for each of the single Services.

SERVICE COMPLAINT FORM

For official use only – Reference number from CMS

Complaint Informal

Complaint Formal

To: Royal Navy/ Army/ RAF single Service Secretariat Central Admissibility Team
(Delete as appropriate)

Section 1 - Your details

Full Name:

Rank/Rate:

Service Number:

Location currently at or assigned/attached to (or last location if no longer serving):

Date discharged on (if applicable):

Current Address:

Contact Details (telephone, email etc):

Preferred method of contact: email/telephone/post (delete as appropriate)

Please provide dates to avoid where you know you will not be available, e.g. holidays booked or medical procedures (provide dates from and to):

Name/contact details of Assisting Officer (if already appointed):

Section 2 - Special-to-Type (STT) Complaint Procedures

For certain types of complaints, there are Special-to-Type (STT) procedures that you should follow before you make a Service Complaint (see guidance notes for further details).

Please tick the relevant box below to confirm if there is a STT procedure for the type of complaint you are making:

- There is no STT procedure for the type of complaint I am making.
- There is a STT procedure for the type of complaint I am making, and I have followed that process and it is complete.

Section 3 - How do you feel you have been wronged?

When detailing your complaint, please make sure you separate out each incident in order of events. Please include date(s) and times, location, clear description(s) of the nature of the incident(s), the name of any person who you allege to be the subject of or implicated in any way in the matter, or matters complained about, and/or the name of any policy or organisation that you believe is connected to the matter, or matters complained about. If there were any witnesses to the incident(s), please include their names and what they were a witness to.

If you consider your complaint includes allegations of bullying, harassment, unlawful discrimination, or any other allegation specified in regulation 4(2)(c) of the Armed Forces (Service Complaints) Regulations 2015 and regulation 5(2) of the Armed Forces (Service Complaints Miscellaneous Provisions) Regulations 2015, please refer to the guidance notes at paragraphs 8 - 10.

Add more boxes below if required.

1. Alleged wrong:

What is the wrong (and if appropriate, who you believe wronged you)?

On what date did the wrong occur or what was the date of the last wrong?

Why was it wrong?

What was the impact on you?

Do you consider it includes allegations specified in regulation regulation 4(2)(c) of the Armed Forces (Service Complaints) Regulations 2015 and 5(2) of the Armed Forces (Service Complaints Miscellaneous Provisions) Regulations 2015 (see paragraph 9 of the guidance notes above)? If so, please state why you believe this and provide details of the relevant conduct.

What outcome or redress do you want?

2. Alleged wrong:

What is the wrong (and if appropriate, who you believe wronged you)?

On what date did the wrong occur or what was the date of the last wrong?

Why was it wrong?

What was the impact on you?

Do you consider it includes allegations specified in regulation 4(2)(c) of the Armed Forces (Service Complaints) Regulations 2015 and regulation 5(2) of the Armed Forces (Service Complaints Miscellaneous Provisions) Regulations 2015 (see paragraph 9 of the guidance notes above)? If so, please state why you believe this

and provide details of the relevant conduct.

What outcome or redress do you want?

Section 4 – Person(s), policy/process or organisation you believe have wronged you or have behaved towards you under a category (or categories) of behaviour (as described in Section 3)

If identifying more than one person, policy/process or organization please make sure you specify which alleged wrong they relate to in your complaint in Section 3.

Add more boxes below if required.

Indicate whether person, policy/process or organisation:

Name:

Rank/Grade:

Unit, phone, email details:

Relationship to you:

Which alleged wrong:

Indicate whether person, policy/process or organisation:

Name:

Rank/Grade:

Unit, phone, email details:

Relationship to you:

Which alleged wrong:

Section 5 - Contact details of witnesses (as referred to in Section 3)

Please make sure you specify which alleged wrong each witness relates to in your complaint in Section 3.

Add more boxes below if required.

Name:

Rank/Grade:

Unit phone/email details:

Relationship to you:

Which alleged wrong:

Name:

Rank/Grade:

Unit phone/email details:

Relationship to you:

Which alleged wrong:

Section 6 - Reasons for delay in submitting your complaint (if applicable)

Complaints submitted under the Armed Forces (Service Complaints) Regulations 2015 must normally be submitted within 3 months of the date that the matter

complained of occurred or of the latest in a connected series of incidents. This time limit is 6 months if your complaint is about discrimination and 9 months if it is about equal pay. Please provide an explanation if you think that this complaint is made outside the relevant time limit and why it should be considered - see JSP 831, Part 2, Annex R for further guidance on what might constitute just and equitable reasons.

Section 7 - Declaration

I make this complaint in accordance with Section 340A of the Armed Forces Act 2006, and I consent to the disclosure of my relevant personal employment/medical information for the purposes of investigating and deciding my complaint:

Signature of Complainant:

Print name:

Date: