



Equality Analysis

Guidance to support completion of EAs can be found on [the Equality Analysis Sharepoint](#).
Guidance on the Public Sector Equality Duty in Defence [can be found in JSP 887](#).

CONTACT DETAILS	
1. Name of proposal owner	Nicky Talbot
2. Department, Faculty, Unit or Section	Service Complaints & Behaviours Team
3. Contact name and email	Talbot, Nicky B1 (People-CEJ-SCB-DHd) Nicky.Talbot101@mod.gov.uk

STAGE ONE: PROPOSAL DETAILS	
1. Name of policy, function or practice (proposal) being assessed	JSP 763 – Behaviours and informal complaints resolution.
2. Reason for EIA (check as appropriate) Please check the appropriate box	<input type="checkbox"/> New policy, function or practice <input type="checkbox"/> Change to an existing policy, function or practice <input checked="" type="checkbox"/> Review of existing policy, function or practice <input type="checkbox"/> Other (please state)
3. Date when the proposal is anticipated to come into effect	1 April 2026
4. Purpose of the proposal or review	
<p>JSP 763 is the authoritative policy and guidance on behaviours and the informal complaints resolution process for all MOD Service Personnel and civilian employees. It outlines the core behaviours expected within our organisation which can contribute to an inclusive working environment where everyone can excel.</p> <p>The purpose of this Review of the JSP is to ensure that it consistent and up to date and makes the following minor amendments:</p> <ul style="list-style-type: none"> - Removal of references to the Service Complaints Ombudsman for the Armed Forces and updating them with the newly created office of The Armed Forces Commissioner (AFC). - Minor grammatical changes throughout the policy. 	
5. Who does the proposal impact?	
All MOD Service personnel and civilian employees – this JSP provides a guide on behaviours and the informal complaints resolution process.	
6. Legislative or other legal requirements?	
Consideration of the Public Sector Equality Duty (PSED) as set out in Section 149 of the Equality Act 2010 is afforded to this review.	

7. Who will deliver, communicate and implement the policy or proposal?

The review of the policy will be implemented by the Service Complaints & Behaviours (SCB) Team and any changes to policy or wording will be released by way of an updated JSP 763. The communications will be managed by the SCB team targeting the entire organisation.

STAGE TWO: EVIDENCE BASE AND CONSULTATION

<p>4. Information sources</p> <p>What data has been used to evaluate impact on people sharing protected characteristics?</p>	<p>It is considered there will be no impact to protected characteristics or further characteristics described in the Protected Characteristics Guide (People CivHR Diversity and Inclusion - Equality Analysis - Equality Analysis Protected Characteristics Guide OS.pdf - All Documents (sharepoint.com)). JSP 766 provides guidance on behaviours and the informal complaints resolution process and does not identify or discriminate against protected characteristics.</p>	
<p>5. Gaps in evidence</p> <p>Please identify any gaps in evidence which prevented a proper assessment of the proposal.</p>	<p>No gaps in evidence identified.</p>	
<p>6. Engagement</p>		
<p>Consultation(s)</p>	<p>Date(s)</p>	<p>21 Oct 25</p>
	<p>Audience</p>	<p>Service Complaints Working Group</p>
<p>Consultation(s)</p>	<p>Date(s)</p>	<p>11 Dec 25 & 3 Mar 26</p>
	<p>Audience</p>	<p>Single Service Representatives (Service Complaints Teams)</p>
	<p>Main issues raised</p>	<p>Emails to the Services sharing proposed changes and requesting comments.</p>
<p>Consultation (s)</p>	<p>Date (s)</p>	<p>9 Mar 26</p>
	<p>Audience</p>	<p>Trade Unions (People Employee Relations Team)</p>
	<p>Mains issues raised</p>	
<p>Consultation (s)</p>	<p>Date (s)</p>	<p>Frequent engagement since 11 Dec 25</p>
	<p>Audience</p>	<p>MODLA Team</p>
	<p>Main issues raised</p>	<p>Legal Advice</p>
<p>Other engagement(s)</p>	<p>Date(s)</p>	<p>26 Mar 26</p>
	<p>Audience</p>	<p>People-Civ-HR</p>
	<p>Main issues raised</p>	

STAGE THREE: ASSESSING IMPACT AND ACTION PLANNING

7. What are the potential or actual impacts of the policy or proposal when assessed against each of the following protected characteristics?

Reviewed characteristic ¹				Detail of impact <i>Explain whether, and if so, how, the proposal will affect people differently according to their expression of this characteristic.</i> <i>Will the policy need to be adapted to support the differential needs of the Protected Characteristics? This section should be completed whether the impact is positive or negative. With positive impact, detail the actions you will take to promote the positive impact to the organisation in the next column.</i>	How will you mitigate or remove any negative impacts, promote any positive impacts, or adapt your policy to peoples' needs? <i>You must have due regard to the need to:</i> <i>(a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Equality Act 2010;</i> <i>(b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;</i> <i>(c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it.</i> <i>If a negative impact is identified, explain the business need or direction given and why the proposed measures are appropriate and proportionate to achieve that. Where you identify a negative impact which cannot be objectively justified identify what changes you will make to your proposal to address this.</i>	Owner of action <i>Identify who is responsible for mitigation or elimination if negative impacts have been identified or promote positive impacts identified.</i>	Timescale <i>Provide brief timescale for completion of mitigation or elimination if negative impacts have been identified or promote positive impacts identified.</i>
	Positive impact	No impact	Negative impact				
Age	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No equality impact(s) has been identified at this time.			
Disability	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No equality impact(s) has been identified at this time.			

¹ The provisions of the Equality Act 2010 relating to work, contain exceptions so far as relating to age, sex or disability in service in the Armed Forces. Please see the [Equality Duty Toolkit](#) for further information.

Gender reassignment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No equality impact(s) has been identified at this time.			
Marriage and civil partnership ²	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No equality impact(s) has been identified at this time.			
Pregnancy and maternity	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No equality impact(s) has been identified at this time.			
Race	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The amendments to the Policy will, on their face, apply to everyone subject to the policy, although ethnic minorities who have been overrepresented in the system could therefore be more disproportionately affected. As reported by SCOAF in her Annual Reports 2021 to 2024, ethnic minority Service Personnel raised more complaints proportionately than any other group – there is evidence to suggest that in the wider population, individuals with certain protected characteristics are more likely to experience unacceptable behaviours that would warrant a complaint, and these include women and those from ethnic minorities.	Working with Defence Digital Channels (DDC), we will ensure that the update of JSP 763 is highlighted and published via Defence intranet, and also instruct the single Services (sS) Complaints Secretariat to update their intranet sites with the latest edition.		
Religion or belief	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No equality impact(s) has been identified at this time.			
Sex	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The amendments to the Policy will, on their face, apply to everyone subject to the policy, although women are overrepresented in the system therefore are more disproportionately affected. As reported by SCOAF in her Annual Reports 2021 to 2023, female Service Personnel raised more complaints proportionately than any other group, but the 2024 Annual Report shows an increase in complaints raised by female Service Personnel. There is evidence to suggest that in the wider population, individuals with certain protected characteristics are more likely to experience unacceptable behaviours that would warrant a complaint, and these	Working with Defence Digital Channels (DDC), we will ensure that the update of JSP 763 is highlighted and published via Defence intranet, and also instruct the single Services (sS) Complaints Secretariat to update their intranet sites with the latest edition.		

² Marriage and Civil Partnership is a protected characteristic under the Equality Act 2010 but is not a “relevant protected characteristic” for the purposes of PSED and does not need to be considered for full compliance with the duty.

				include women and those from ethnic minorities			
Sexual orientation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No equality impact(s) has been identified at this time.			
Applies to all characteristics	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No equality impact(s) has been identified at this time.			
Other ³	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No equality impact(s) has been identified at this time.			

³ Any further characteristics outside of those specified in the Equality Act that may be relevant, eg. Part time workers, carers.

STAGE FOUR: OUTCOME

8. Please select one of the outcomes below for how the proposal will be progressed

No impact identified at this time.

As a result of assessing the policy against the protected characteristics, no equality impact(s) have been identified.

Continue the proposal without adjustments for adverse impact.

One or more adverse equality impacts have been identified. However, the proposal meets critical business need AND is an appropriate and proportionate means to achieve that aim.

Continue the proposal making adjustments where required.

One or more equality impacts have been identified. Mitigating actions to address this will be taken. (as detailed in Table 14)

Stop the proposal because adverse impacts cannot be prevented or objectively justified.

One or more adverse impacts have been identified which cannot be objectively justified and it is not possible to make adjustments to address the adverse impact; it may be necessary to stop the proposal.

PROPOSAL COMPLETION

Signed by Proposal Owner (1* or above)

The proposal owner is responsible for ensuring that all actions and review dates are met and the Equality Analysis is updated accordingly.

The proposal owner is responsible for ensuring that the EA has been quality assured.

Signature: Nicky Talbot

Date: 25 March 2026

Signed by MODLA

Necessary only for major new policy and legislative proposals.

Signature:

Date:

Next Steps

Once the EA is signed, ensure the EA and the evidence informing the assessment is saved according to the guidance [available here](#).