

WHAT WILL HAPPEN NEXT?

If you qualify to access the Stage 2 complaints procedure, an Investigating Officer is appointed. Generally this Investigating Officer is not a member of staff from the service your complaint is about. It is the responsibility of the Investigating Officer to make sure that your complaint is fully and fairly investigated.

CAN I GET ANY SUPPORT AND ADVICE TO MAKE MY COMPLAINT?

Yes, you can include any person you feel can offer you support.

HOW WILL THE COMPLAINT BE INVESTIGATED?

The Investigating Officer will want to meet with everyone involved, including you. He or she will also read any records about the events described in the complaint.

WHAT HAPPENS WHEN THE INVESTIGATION IS COMPLETED?

When the investigation is completed, we will write to you with the results of the investigation and any action the unit, agency or organisation will take. All of this should happen within 25 working days of your formal complaint being received. If it is felt that the investigation will take longer than 25 working days, it will be discussed with you and a new time limit set with your agreement. However, this should not be longer than 65 working days.

STAGE 3 - REVIEW PANEL HEARING

If you are still not satisfied with the outcome of your complaint, you have the right to take your complaint to the HQ UKSC(G) Area Authority Board Review Panel.

You have 20 working days to let the Independent Complaints Officer know if you want to do this.

At the Review Panel, your complaint will be reviewed by 3 Independent people appointed by the GOC UKSC(G).

The panel must meet within 30 working days of your request for it to take place.

WHAT HAPPENS AT THE REVIEW PANEL?

You will be asked to attend the Panel or make a statement in writing if you wish. When you attend, you will be asked to tell the panel about the complaint and why you are not satisfied with the department's response.

You can bring someone with you to offer you support or to represent you if you wish. The only exception to this is that it should not be a solicitor acting in an official capacity.

WHAT HAPPENS AFTER THE REVIEW PANEL?

The Panel will record its conclusions and recommendations, and the reason for them, within 5 working days.

Within 5 working days after receiving the review panel's findings the GOC UKSC(G) will notify you of the outcome.

Hopefully, by this stage, you will feel that your complaint has been fairly and fully investigated and you will be satisfied with the outcome.

WHAT IF I AM STILL NOT SATISFIED?

This is as far as your complaint can go within HQ UKSC(G).

Comments, compliments or complaint form

I would like to make a (please tick one).

Complaint Compliment Comment

The name of the unit, agency or organisation you would like to complain, compliment or comment about is: _____

Please provide us with details of your complaint, compliment or comment: _____

What do you think the unit, agency, organisation or HQ UKSC(G) should do now to put things right?

Have you written or spoken to anyone at the unit, agency, organisation or HQ UKSC(G) about this matter before? If so, please provide details: _____

Your name: _____

Your address and BFPO number: _____

Your contact telephone number/s: _____

Your e-mail address: _____

Signature: _____

Date: _____

If there is not enough room, please use extra sheets of paper. If you have any documents that relate to your complaint, please send copies with this form. Please send the completed form to the Independent Complaints Officer, G1 Branch, HQ UKSC(G), BFPO 140

COMPLIMENTS & COMPLAINTS

UKSC(G) Community Services & Social Welfare



A Guide to the UKSC(G) Complaints and Compliments Procedure.



ADULTS SAY