

## RESETTLEMENT COMPLAINTS FORM

**Notes:**

1. Wherever possible, all complaints are to be resolved at the lowest level. Where local resolution is not possible, the Complaints Form is to be staffed through the resettlement chain until it is resolved. Whenever a complaint may impinge upon resettlement policy, the Directorate of Resettlement is to be sent a copy of the Complaints Form at an early stage.
2. This form is to be used by a Service Resettlement Adviser (SRA) if a SL has a complaint about resettlement provision received. In an instance where the complaint is about the SRA, the form should be completed by the SL and sent by his unit to DNTE, DETS(A) or D of TD.
3. If the complaint involves the Career Transition Partnership (CTP), the CTP Complaints Form should be used. Where the complaint is about an External Training Provider, CTP Director of Training at Resettlement Training Centre (RTC) Aldershot should be informed through the resettlement chain.
4. If a complaint is not satisfactorily resolved, it should be brought to the attention of the Directorate of Resettlement.

**SERVICE LEAVER:**

Name & Initials:	Rank:	Service No:
Unit Address (including e-mail):		
Unit:	Service: <b>RN / RM / Army / RAF</b>	
Tel:	Fax:	

**SERVICE RESETTLEMENT ADVISER:**

Name & Initials:	Service: <b>NRIO / IERO / RRA</b>
Address (including e-mail):	
Tel:	Fax:

**DETAILS OF COMPLAINT:**

Continued on separate sheet? Yes/No (If Yes, attach)
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**INITIAL ACTIONS:**

**Dealt with locally?**

Yes/No

**Date complaint raised :** \_\_\_\_\_

**Passed up the resettlement chain?**

Yes/No

**If yes, passed to whom?**

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**Written response sent?**

Yes/No

**If yes, is copy attached?**

Yes/No

**RECORD OF ACTIONS TAKEN:**

Date Received	By Whom	Action Taken	Date