

CHARITIES CONTINUED

Forcesline

Forcesline is a free and confidential helpline for current and former Service Personnel run by SSAFA.

Forcesline is open 9am – 5pm Monday to Friday.
Phone – 0800 731 4880 from the UK.

Health Assured – B&H Helpline

The MOD have partnered with Health Assured to set up a fully confidential and independent whole-force Bullying, Harassment & Discrimination (BHD) helpline for Civilian and Military personnel. Individuals will be able to discuss incidents with trained BHD advisors and get in the moment support, guidance and advice on taking issues forward.

The number is 0800 783 0334 and is free to call 24/7.

The Royal British Legion

The Royal British Legion provide financial, social and emotional support for serving and ex-personnel and their dependants.

Tel - 0808 802 8080

Web: www.britishlegion.org.uk

Veteran's Gateway

Veteran's Gateway is a group of organisations and charities, making it easier to connect with the help needed. It has online chat, helpline and text message services available 24/7.

Tel - 0808 802 1212

Web: www.veteransgateway.org.uk

CONTACTS/REFERENCES

Army Service Complaints Secretariat

The Army Service Complaints Secretariat manages, assures and supports the Army in the delivery of an efficient, effective and fair Service Complaints (SC) process.

APSG-ArmySCSec-Group@mod.gov.uk

Army Welfare Services (AWS)

The Army Welfare Service is the Army's professional welfare provider; it delivers a comprehensive and confidential welfare service responsive to the needs of individuals, families and the Chain of Command in order to maximise the operational effectiveness of Service Personnel.

RC-AWS-IAT-0Mailbox@mod.gov.uk or
01904 882053 (Civ)/ 94777 3053 (Mil).

Army Mediation Service (AMS)

The Army Mediation Service offers a very effective way to resolve workplace conflict with independent, trained mediators in a confidential environment and can assist in avoiding or resolving SCs (SOs are now mandated to contact a trained mediator to explore if mediation is an option).

Army-Mediation-0Mailbox@mod.gov.uk

[JSP 763](#): The MOD Bullying and Harassment Complaints Procedure.

[JSP 831](#): Redress of Individual Grievances Service Complaints, Part 1 and 2.

Army Service Complaints Secretariat's [Guide for Service Complaint Assisting Officers](#) & [A Guide for Respondents in a Service Complaint](#)

ARMY SERVICE COMPLAINTS SECRETARIAT



Wellbeing & Support
Guidance for Complainants
& Respondents



ARMY
BE THE BEST

THE SERVICE COMPLAINTS PROCESS

The aim of the Service Complaints system is to provide serving and former Service personnel with a process that is efficient, effective and fair, and one in which they can have confidence to raise matters of concern with their Chain of Command relating to their Service, and to seek redress.

It is recognised that the Service Complaints process can be a stressful time for all those involved therefore this leaflet provides sources of guidance and support for those Complainants and Respondents involved in the process.

DIVERSITY AND INCLUSION ADVISER

The role of the Diversity and Inclusion Adviser (D&IA) is to provide impartial advice and support to all staff on any Equality, Diversity and Inclusion issues. This includes guidance on alleged bullying and harassment and the Service Complaints process.

ASSISTING OFFICER

It is the role of the Assisting Officer (AO) to support either a Complainant or Respondent. The AO can be selected by the person they are supporting or can be appointed by the Specified Officer (SO) or Decision Body (DB) if an individual is unable to find their own.

Anyone appointed to act as an AO will:

- Be an Officer, Warrant Officer, SNCO or Civil Servant of equivalent grade;
- Not be involved in the processing or deciding of the Service Complaint; and
- Not have any direct involvement or personal interest in the outcome of the Service Complaint.

THE ROLE OF THE ASSISTING OFFICER

The purpose of an AO is to:

- 1 Ensure the Complainant or Respondent has someone to support them through the entirety of the complaint;
- 2 Assist the Complainant in preparing their complaint and to ensure that the complaint is clear, concise and unambiguous;
- 3 Assist the Respondent in responding to any allegations made against them as part of a Service Complaint;
- 4 Attend when the Complainant or Respondent is interviewed by the SO, DB and Investigating Officer where required; and;
- 5 Attend an Oral Hearing with the Complainant or Respondent where one is requested by the DB or Appeal Body.

More information on the role of the AO can be found in JSP 831, Part 2, Chapter 7 and in the Army Service Complaint Secretariat's Guide for Service Complaint AO's.

MEDIATION

Mediation is a voluntary process aimed at resolving workplace disputes at an early point and without the need of resorting to more formal methods such as the Service Complaints process. This is achieved through a trained independent mediator who will work with and encourage all those involved to find mutually beneficial solutions. At the end of mediation these solutions can go on to form an agreement between the parties that sets out a clear way forward.

SERVICE COMPLAINTS OMBUDSMAN FOR THE ARMED FORCES

The Service Complaints Ombudsman for the Armed Forces (SCOAF) provides independent and impartial oversight of the Service Complaints process. Although individuals can contact the Ombudsman's office for information on the complaints process at any time, Respondents cannot make an application for investigation or review in regard of another person's Service Complaints. More information about the role of the SCOAF can be found at the following [link](https://www.scoaf.org.uk/): <https://www.scoaf.org.uk/>

THE EMPLOYEE ASSISTANCE PROGRAMME

The Employee Assistance Programme (EAP) service provides a complete support network that offers expert advice and compassionate guidance to Civil Servants and covers a wide range of issues including those that affect your work life. The helpline can be contacted free 24/7 on: **0800 345 7047**.

COMBAT STRESS

Combat Stress runs a helpline that is open 24-hours a day, 365 days a year. The helpline is staffed by specially trained professionals who can provide confidential advice and support. It can be accessed by current and former Service Personnel and their families.

Veterans – **0800 138 1619**

Serving Personnel – **0800 323 444**

Or you can text **07537 404719** or email helpline@combatstress.org.uk