



CCFA/ACFA COMPLAINTS AND GRIEVANCE POLICY

1. Introduction

1.1. The Combined Cadet Force Association (CCFA) and Army Cadet Force Association (ACFA) takes all complaints and grievances very seriously. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

2. Definition of a Complaint

2.1. A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of the CCFA or ACFA.

2.2. A complaint can be received verbally, by phone, by email or in writing.

3. Definition of a Grievance

3.1. A grievance is a complaint made by an employee to their employer, which requires the employer to take further action.

4. Confidentiality

4.1. All complaint and grievance information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

5. Procedure

5.1. We will take up to four weeks to consider your complaint. ACFA and CCFA have established the following procedure to be used when there is a complaint or grievance:

5.2. Let us know what the complaint or grievance is. You can do this by writing directly to the Director of Finance, Operations and Training (DFOT) with the details.
DFOT@armycadets.com

5.3. You be sent a letter or e-mail acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure. This will be instigated by the person who first receives the complaint and not necessarily DFOT.

5.4. The DFOT may then invite you to a meeting or telephone you to discuss your complaint. We aim to do this within 14 working days of sending you the acknowledgement letter. You can be accompanied at any meeting you hold with us.

5.5. We will then decide on appropriate action to take. Within three working days of the meeting, the DFOT will write to you to confirm what took place and any solutions which have been agreed with you.

5.6. If you do not want a meeting or it is not possible, The DFOT will send you a detailed written reply to your complaint, including suggestions for resolving the matter, within 21 working days of sending you the acknowledgement letter.

5.7. If we have not resolved your complaint or grievance within four weeks you may complain to the Chief Executive of the CCFA and ACFA.

6. If you are not satisfied with the action taken

6.1. If you are not satisfied, you should contact the DFOT and he will arrange for the Chief Executive or a Trustee unconnected with the matter to review the decision.

6.2. We will write to you within 14 working days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

7. If your complaint related to the Chief Executive or DFOT

7.1. Any complaint involving DFOT should be made to the Chief Executive.

7.2. Any complaint involving the Chief Executive should be addressed to the Chairman of Trustees for either ACFA or CCFA.

ACFA Finance Committee	CCFA Finance Committee
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