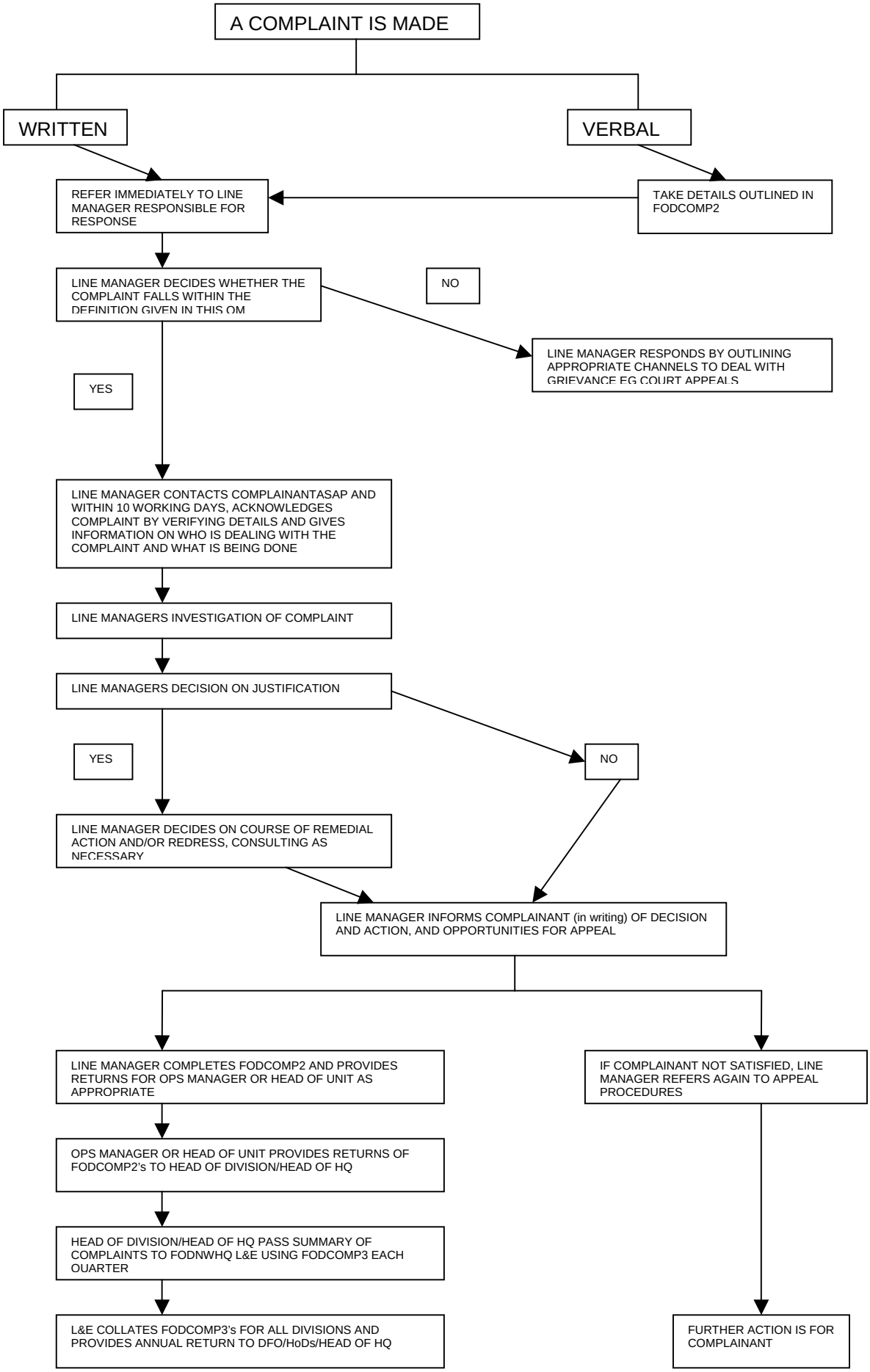
APPENDIX 1


A COMPLAINT IS MADE
WRITTEN
VERBAL
REFER IMMEDIATELY TO LINE MANAGER RESPONSIBLE FOR RESPONSE
TAKE DETAILS OUTLINED IN FODCOMP2
LINE MANAGER DECIDES WHETHER THE COMPLAINT FALLS WITHIN THE DEFINITION GIVEN IN THIS OM
NO
LINE MANAGER RESPONDS BY OUTLINING APPROPRIATE CHANNELS TO DEAL WITH GRIEVANCE EG COURT APPEALS
YES
LINE MANAGER CONTACTS COMPLAINANTASAP AND WITHIN 10 WORKING DAYS, ACKNOWLEDGES COMPLAINT BY VERIFYING DETAILS AND GIVES INFORMATION ON WHO IS DEALING WITH THE COMPLAINT AND WHAT IS BEING DONE
LINE MANAGERS INVESTIGATION OF COMPLAINT
LINE MANAGERS DECISION ON JUSTIFICATION
YES
NO
LINE MANAGER DECIDES ON COURSE OF REMEDIAL ACTION AND/OR REDRESS, CONSULTING AS NECESSARY
LINE MANAGER INFORMS COMPLAINANT (in writing) OF DECISION AND ACTION, AND OPPORTUNITIES FOR APPEAL
LINE MANAGER COMPLETES FODCOMP2 AND PROVIDES RETURNS FOR OPS MANAGER OR HEAD OF UNIT AS APPROPRIATE
IF COMPLAINANT NOT SATISFIED, LINE MANAGER REFERS AGAIN TO APPEAL PROCEDURES
OPS MANAGER OR HEAD OF UNIT PROVIDES RETURNS OF FODCOMP2's TO HEAD OF DIVISION/HEAD OF HQ
HEAD OF DIVISION/HEAD OF HQ PASS SUMMARY OF COMPLAINTS TO FODNWHQ L&E USING FODCOMP3 EACH QUARTER
L&E COLLATES FODCOMP3's FOR ALL DIVISIONS AND PROVIDES ANNUAL RETURN TO DFO/HoDs/HEAD OF HQ
FURTHER ACTION IS FOR COMPLAINANT