

ARMY CADETS COMPLAINTS REVIEW REQUEST FORM

Cadet Force Standing Order 2307 *Army Cadets complaints process* sets out the process and procedure for managing complaints received in the Army Cadets.

This form is to be used by all individuals raising a complaint about an individual or individuals in the Army Cadets, or about the Army Cadets as an organisation. Complaints raised through other means will not be managed.

We cannot accept anonymous complaints through this process. Individuals that wish to make report malpractice, also known as 'whistle-blowing', should refer to the Army Cadets reporting malpractice policy for information on how they can submit information.

Your details.

To assist us in responding to your complaint, please provide the information requested below so that they can contact you should they need additional information and are able to provide a response to your complaint.

P-Number <i>CFAVs only</i>		Name	
Rank <i>CFAVs only</i>		Contact number	
Appointment <i>CFAVs only</i>		Contact e-mail	

Please give your reasons for the complaint.

If you can, please can you let us know what your complaint is about. If you are unsure or cannot decide which of the options apply, do not worry. We are still able to look at your complaint and respond to your concerns.

Tick all that apply:	
I would like to complain about an individual or individuals in the Army Cadets.	
I would like to complain about how a cadet has been managed in the Army Cadets.	
I would like to complaint about the Army Cadets as an organisation.	

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Please provide as much information as you can about your complaint

To help those considering your complaint, please provide as much information you can at this point. If you do not have all the information requested, do not worry. The Complaint Manager will contact you to discuss your complaint and gather more information as part of our process.

- If you are completing this form electronically, the boxes will expand as you type.
- If you are completing this form in hard copy, please use additional sheets are necessary.

If the complaint is about an individual or individuals, please include their names here if you know them. If you don't know the names of the individual or individuals, please include as much information as you can about them so we can try and identify them.

If the complaint is about an activity or event, please include as much detail as you can here. This should include the date and location, and if possible, details about what was happening at the time.

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If the complaint is about the Army Cadets in general, please include as much detail as you can here.

Is there any other information that you feel may help us in addressing your complaint or concern that you have not been able to include in the sections above?

Please include any action(s) they feel are appropriate to resolve the complaint.

Once you have completed this form, please pass it to:

- For the Combined Cadet Force Army Section – the Contingent School Staff Instructor
- For the Army Cadets Force – the Cadet Executive Officer.