



# Forces Online CIO

Unit 5, Workshed Carriage Works  
London Street, Swindon  
Wiltshire, SN1 5DG.

Telephone: 0300 300 2288

Registered Charity: 1188955 (England & Wales) SC050678 (Scotland)



## Forces Online



## Complaints Procedure

**Note:** This policy is a 'living document' and as such it can be reviewed, revised and amended at any time to meet any changes or amendments deemed necessary to facilitate any legislative or environmental changes, however, such changes will only take place following consultation with and authorisation by the Forces Online CIO, Scotland and Northern Ireland Senior Management team.

# Forces Online - Complaints Procedure

**Document Version:** 5.0

**Effective Date:** September 2025

**Review Date:** September 2026

**Approved By:** Board of Trustees

**Policy Owner:** Chief Executive Officer

Please note if your complaint is about our CEO/Founder Len Chappell then please email our chairman George Dryburgh [george.dryburgh@forcesonline.org.uk](mailto:george.dryburgh@forcesonline.org.uk) or contact the Charity Commission. See section 11. All complaints reported below are initially handled by our CEO who is our current complaints officer.

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## 1. Introduction and Purpose

### 1.1 Our Commitment to Excellence

Forces Online is committed to providing the highest quality services to Armed Forces veterans, their families and dependents, and all those we work with. We welcome feedback, including complaints, as they help us improve our services and ensure we continue to meet the needs of the veteran community effectively.

### 1.2 What is a Complaint?

A complaint is any expression of dissatisfaction about our services, conduct, or policies that requires a response. This includes concerns about:

- Quality or delivery of our services
- Conduct of our staff, volunteers, or trustees
- Our policies or procedures
- Delays or failures in service provision
- Discrimination or unfair treatment
- Data protection or confidentiality breaches
- Financial management or resource allocation

### 1.3 Our Promise to You

When you make a complaint, we promise to:

- Take your concerns seriously and treat you with respect
- Investigate thoroughly and fairly
- Respond promptly within our stated timeframes
- Keep you informed throughout the process
- Learn from your feedback to improve our services
- Maintain confidentiality and handle your personal information appropriately

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## 2. Who Can Make a Complaint?

### 2.1 Eligible Complainants

Complaints may be made by:

- **Service Users:** Current or former users of our services
- **Family Members:** Relatives of service users or veterans
- **Members of the Public:** Anyone affected by our activities
- **Staff and Volunteers:** Current or former employees and volunteers
- **Partner Organisations:** Organisations we work with
- **Third Parties:** Anyone acting on behalf of an eligible complainant (with appropriate consent)

### 2.2 Third Party and Representative Complaints

We accept complaints from:

- Family members or friends acting on behalf of a service user
- Advocates or support workers
- Legal representatives
- Members of Parliament or other elected representatives
- Other organisations acting with consent

**Note:** For third-party complaints, we may need written consent from the person affected before we can share specific information or take action.

### 2.3 Anonymous Complaints

We will consider anonymous complaints, particularly where they:

- Raise serious concerns about safety or welfare
- Allege misconduct, discrimination, or abuse
- Relate to systemic service failures

However, our ability to investigate and respond may be limited without contact details.

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## 3. Types of Complaints We Handle

### 3.1 Service-Related Complaints

- Quality, accessibility, or appropriateness of services provided

- Delays in service delivery or response times
- Failure to provide promised services or support
- Inadequate assessment of needs
- Poor communication or information sharing
- Charges or financial aspects of services

### **3.2 Staff and Volunteer Conduct**

- Unprofessional behaviour or attitude
- Discrimination or unfair treatment
- Breach of confidentiality
- Inappropriate comments or actions
- Failure to follow organisational policies
- Conflicts of interest

### **3.3 Organisational Issues**

- Policies or procedures that are unfair or discriminatory
- Decision-making processes
- Complaints handling itself
- Governance or management concerns
- Resource allocation or service availability
- Partnership or collaboration issues

### **3.4 Serious Concerns**

- Safeguarding issues involving vulnerable adults or children
- Financial misconduct or fraud
- Criminal activity
- Serious breaches of charity law or regulations
- Whistleblowing concerns from staff or volunteers

**Note:** Serious concerns may be escalated immediately to senior management, trustees, or external authorities as appropriate.

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## **4. How to Make a Complaint**

### **4.1 Multiple Ways to Complain**

We provide several convenient ways to make a complaint:

## Online

- **Website Form:** Complete our online complaints form at
- <https://forms.office.com/e/ZH2tktvq9s>
- **Email:** [complaints@forcesonline.org.uk](mailto:complaints@forcesonline.org.uk)
- **LiveChat on any of our websites** Leave contact details.

## By Phone

- **Main Line:** 0300 300 2288 (Mon-Fri, 10 AM - 4 PM)
- **Out of hours Call/Text/SMS:** 07826163001

## In Writing

- **Post:** Complaints Manager Forces Online CIO Uni5 Workshed Carriage Works, London Street, Wiltshire. SN1 5DG. Please email us to say you have sent a letter.

## 4.2 What Information to Include

To help us handle your complaint effectively, please provide:

### Essential Information

- Your name and contact details (address, phone, email)
- Date and location of the incident or service
- Names of staff or volunteers involved (if known)
- Clear description of what happened
- What outcome you're seeking

### Additional Helpful Information

- Reference numbers for any previous contact
- Copies of relevant documents or correspondence
- Names of any witnesses
- Previous attempts to resolve the issue
- Any special requirements you have (language, accessibility, etc.)

## 4.3 Language and Accessibility Support

Complaints can be made in:

- **English** (standard provision)
- **Welsh** (in accordance with Welsh language standards)
- **Scottish Gaelic** (where appropriate and available)
- **Irish/Ulster Scots** (for Northern Ireland complainants)

- **Community Languages** (interpretation available on request)
- **British Sign Language** (BSL interpreters available)

We provide support for people with:

- Visual or hearing impairments
  - Learning disabilities
  - Mental health conditions
  - Limited literacy or language skills
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## 5. Our Complaints Process

### 5.1 Three-Stage Process Overview

Our complaints process has three stages designed to ensure thorough and fair resolution:

1. **Stage 1: Local Resolution** (5-10 working days)
2. **Stage 2: Formal Investigation** (15-20 working days)
3. **Stage 3: Independent Review** (20-30 working days)

### 5.2 Initial Response and Acknowledgment

- **Acknowledgment:** All complaints acknowledged within **2 working days**
  - **Reference Number:** Each complaint assigned unique reference for tracking
  - **Initial Assessment:** Determine appropriate stage and urgency level
  - **Contact Confirmation:** Verify preferred method of communication
  - **Support Needs:** Identify any accessibility or language requirements
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## 6. Stage 1: Local Resolution (5-10 Working Days)

### 6.1 Objective

Resolve complaints quickly and informally where possible, maintaining good relationships while addressing concerns effectively.

### 6.2 Who Handles Stage 1

- **Frontline Managers:** Service delivery managers and team leaders
- **Senior Staff:** Experienced staff members with appropriate authority
- **Designated Officers:** Specifically trained complaints handlers

### 6.3 Stage 1 Process

#### Days 1-2: Immediate Response

- Acknowledge receipt of complaint
- Assign to appropriate manager
- Contact complainant to discuss preferred resolution approach
- Arrange meeting or telephone discussion if helpful

### **Days 3-7: Investigation and Resolution**

- Gather relevant information and speak to staff involved
- Review policies, procedures, and records
- Identify any immediate actions needed
- Develop proposed resolution

### **Days 8-10: Response and Follow-up**

- Provide written response with findings and actions
- Implement any agreed changes or remedies
- Check complainant satisfaction with resolution
- Close complaint if resolved or escalate to Stage 2

## **6.4 Possible Stage 1 Outcomes**

- **Complaint Upheld:** Issue acknowledged, apology given, remedial action taken
- **Complaint Partially Upheld:** Some aspects accepted, partial remedy provided
- **Complaint Not Upheld:** No fault found, explanation provided, advice given
- **Complaint Withdrawn:** Complainant decides not to pursue further
- **Escalation to Stage 2:** Complainant not satisfied, or complaint requires formal investigation

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## **7. Stage 2: Formal Investigation (15-20 Working Days)**

### **7.1 When Stage 2 is Used**

- Complainant not satisfied with Stage 1 response
- Complex complaints requiring detailed investigation
- Serious allegations requiring formal process
- Complaints about senior staff or governance issues
- Discrimination, harassment, or safeguarding concerns

### **7.2 Who Handles Stage 2**

- **Complaints Manager:** Senior manager independent of service complained about

- **Director/Senior Leadership:** For complaints about frontline managers
- **External Investigator:** For complex or sensitive cases
- **CEO:** For complaints about directors or senior management

## 7.3 Stage 2 Process

### Days 1-3: Planning and Preparation

- Assign appropriate investigator (independent of service area)
- Review all Stage 1 documentation and evidence
- Develop investigation plan and methodology
- Notify all relevant parties of formal investigation

### Days 4-12: Evidence Gathering

- **Document Review:** Policies, procedures, records, correspondence
- **Staff Interviews:** Speak to relevant staff and witnesses
- **Complainant Meeting:** Detailed discussion of concerns and evidence
- **Expert Input:** Seek specialist advice if needed (legal, medical, technical)
- **Site Visits:** If relevant to understanding the complaint

### Days 13-17: Analysis and Decision Making

- Analyse all evidence objectively and thoroughly
- Consider relevant policies, standards, and best practices
- Consult with senior management or legal advisors if needed
- Determine findings on each aspect of complaint
- Develop comprehensive response and action plan

### Days 18-20: Final Response

- Prepare detailed written response with findings and rationale
- Include action plan with specific timescales and responsibilities
- Explain right of appeal to Stage 3
- Send response to complainant and relevant managers

## 7.4 Investigation Standards

Our Stage 2 investigations follow these principles:

- **Independence:** Investigator has no direct involvement in complained-about service
- **Thoroughness:** All relevant evidence considered and documented
- **Fairness:** All parties given opportunity to present their case

- **Timeliness:** Investigation completed within stated timescales
  - **Confidentiality:** Information shared only with those who need to know
  - **Documentation:** Full record kept of investigation process and decisions
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## 8. Stage 3: Independent Review (20-30 Working Days)

### 8.1 Purpose of Stage 3

Stage 3 provides independent review of our complaints handling and investigation process, not a complete re-investigation of the original complaint.

### 8.2 Grounds for Stage 3 Review

Requests for Stage 3 review will only be accepted if:

- **Procedural Errors:** Complaints process not followed correctly
- **New Evidence:** Significant new information not available during Stage 2
- **Bias or Conflict:** Evidence of bias or conflict of interest in investigation
- **Inadequate Investigation:** Investigation clearly inadequate or incomplete
- **Maladministration:** Evidence of poor administration or decision-making

### 8.3 Who Conducts Stage 3 Reviews

- **Independent Trustee:** Trustee not involved in service delivery
- **External Reviewer:** Independent person with relevant expertise
- **Panel Approach:** Chair of Trustees plus independent member
- **Specialist Reviewer:** For technical or specialist complaints

### 8.4 Stage 3 Process

#### Days 1-5: Assessment and Planning

- Review request against criteria for Stage 3
- Determine if review will proceed or request more information
- Appoint appropriate reviewer(s)
- Set terms of reference for review

#### Days 6-20: Independent Review

- Review all Stage 1 and Stage 2 documentation
- Interview key parties if necessary
- Assess whether investigation was thorough and fair
- Consider if conclusions were reasonable based on evidence

- Determine if any additional action is required

### **Days 21-27: Draft Findings**

- Prepare draft findings and recommendations
- Share with CEO and relevant senior managers for factual accuracy
- Incorporate any corrections needed
- Finalise report with clear conclusions

### **Days 28-30: Final Response**

- Send final response to complainant
- Explain findings and any further action to be taken
- Provide information about external review options
- Implement any recommendations accepted

## **8.5 Stage 3 Outcomes**

- **Review Upholds Stage 2:** Original investigation and response confirmed
  - **Review Partially Upholds:** Some additional action or remedy provided
  - **Review Overturns Stage 2:** Original response amended, new action taken
  - **Procedural Issues Found:** Process improvements implemented
  - **Referral for Further Investigation:** Complex cases may require external review
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# **9. Timeframes and Extensions**

## **9.1 Standard Timeframes**

- **Acknowledgment:** 2 working days
- **Stage 1 Resolution:** 5-10 working days
- **Stage 2 Investigation:** 15-20 working days
- **Stage 3 Review:** 20-30 working days

## **9.2 Complex Complaints**

For particularly complex complaints involving multiple services, serious allegations, or extensive evidence gathering, timeframes may be extended with complainant agreement.

## **9.3 Extensions and Delays**

If we need more time, we will:

- Contact you within the original timeframe to explain the delay
- Provide a new realistic timeframe for resolution

- Explain the reasons for the extension
- Offer interim updates on progress
- Ensure no unnecessary delays occur

## 9.4 Urgent Complaints

Some complaints may need immediate attention due to:

- Safeguarding concerns
- Health and safety risks
- Ongoing discrimination or harassment
- Imminent service failure
- Legal or regulatory deadlines

These will be fast-tracked and may bypass normal timeframes where necessary.

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# 10. Remedies and Outcomes

## 10.1 Types of Remedies Available

When complaints are upheld, we may offer:

### Formal Remedies

- **Apology:** Formal written or verbal apology for failures identified
- **Service Correction:** Providing the service that should have been delivered
- **Policy Change:** Amending policies or procedures to prevent recurrence
- **Staff Training:** Additional training for staff involved
- **Process Improvement:** Changes to systems or processes
- **Compensation:** Financial remedy for losses incurred (where appropriate)

### Restoration and Improvement

- **Relationship Repair:** Actions to rebuild trust and working relationships
- **Enhanced Services:** Improved service delivery for complainant and others
- **Systemic Changes:** Organization-wide improvements based on lessons learned
- **External Review:** Independent evaluation of services or systems
- **Regular Monitoring:** Ongoing oversight to ensure improvements sustained

## 10.2 When Complaints Are Not Upheld

Even when we don't uphold a complaint, we may:

- Provide clearer information or explanation

- Review our communication methods
- Offer alternative services or approaches
- Make minor process improvements
- Provide information about external review options

## 10.3 Learning and Improvement

All complaints, whether upheld or not, are analysed for:

- Trends and patterns in service issues
- Training and development needs
- Policy and procedure gaps
- System and process improvements
- Resource allocation needs

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# 11. External Review and Appeals

## 11.1 Charity Commission Review

If you remain dissatisfied after our internal process, you may complain to the relevant charity regulator:

### England and Wales

#### Charity Commission for England and Wales

- Online: [www.gov.uk/complain-about-charity](http://www.gov.uk/complain-about-charity)
- Email: [rsiteam@charitycommission.gov.uk](mailto:rsiteam@charitycommission.gov.uk)
- Phone: 0300 066 9197
- Post: Charity Commission, PO Box 211, Bootle, L20 7YX

### Scotland

#### Office of the Scottish Charity Regulator (OSCR)

- Online: [www.oscr.org.uk](http://www.oscr.org.uk)
- Email: [info@oscr.org.uk](mailto:info@oscr.org.uk)
- Phone: 01382 220446
- Post: OSCR, 2nd Floor, Quadrant House, 9 Riverside Drive, Dundee DD1 4NY

### Northern Ireland

#### Charity Commission for Northern Ireland

- Online: [www.charitycommissionni.org.uk](http://www.charitycommissionni.org.uk)

- Email: [admin@charitycommissionni.org.uk](mailto:admin@charitycommissionni.org.uk)
- Phone: 028 3834 7279
- Post: CCNI, Marlborough House, Central Way, Craigavon BT64 1AD

## 11.2 Other External Bodies

Depending on the nature of your complaint, you may also contact:

### Fundraising Complaints

#### Fundraising Regulator

- Online: [www.fundraisingregulator.org.uk](http://www.fundraisingregulator.org.uk)
- Email: [complaints@fundraisingregulator.org.uk](mailto:complaints@fundraisingregulator.org.uk)
- Phone: 0300 999 3407

### Data Protection Issues

#### Information Commissioner's Office (ICO)

- Online: [ico.org.uk/make-a-complaint](http://ico.org.uk/make-a-complaint)
- Phone: 0303 123 1113
- Post: ICO, Wycliffe House, Water Lane, Wilmslow SK9 5AF

### Employment Issues

#### ACAS (Advisory, Conciliation and Arbitration Service)

- Phone: 0300 123 1100
- Website: [www.acas.org.uk](http://www.acas.org.uk)

### Equality and Human Rights

- **Equality and Human Rights Commission:** 0808 800 0082
- **Equality Commission for Northern Ireland:** 028 9050 0600

## 11.3 Legal Advice and Action

You have the right to seek independent legal advice at any time during the complaints process. We cannot prevent you from taking legal action, although we would encourage you to use our complaints procedure first as it may resolve issues more quickly and at less cost.

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## 12. Special Circumstances

### 12.1 Complaints About Trustees

Complaints about trustees are handled by:

- Chair of Trustees (for complaints about individual trustees)
- Vice-Chair or Senior Independent Trustee (for complaints about the Chair)

- External independent person (for complaints about the full board)

## **12.2 Complaints About the CEO**

Complaints about the Chief Executive Officer are handled directly by:

- Chair of Trustees as first point of contact
- Board of Trustees for formal investigation
- External investigator if conflict of interest exists

## **12.3 Vexatious or Repeated Complaints**

We reserve the right to limit our response to complaints that are:

- Clearly vexatious or made in bad faith
- Repetitive without new evidence or grounds
- Abusive or threatening in nature
- Designed to cause disruption rather than seek resolution

Before restricting our response, we will:

- Warn the complainant about their behavior
- Explain what we consider unacceptable
- Offer mediation or alternative approaches
- Set clear boundaries for future contact

## **12.4 Safeguarding Concerns**

Complaints involving safeguarding issues receive immediate priority and may result in:

- Immediate referral to statutory authorities
- Suspension of services or staff pending investigation
- Independent safeguarding investigation
- Police involvement where criminal activity suspected
- External oversight of our response

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# **13. Support for Complainants**

## **13.1 Emotional and Practical Support**

We recognize that making a complaint can be stressful. We offer:

- Clear information about the process and what to expect
- Regular updates on progress
- Flexible communication methods

- Emotional support and understanding
- Referral to counselling or advocacy services where appropriate

## **13.2 Advocacy Services**

We can help connect you with:

- Independent advocacy services
- Veterans' support organizations
- Legal advice services
- Citizens Advice Bureaux
- Specialist disability or mental health advocates

## **13.3 Language and Communication Support**

- Interpretation services in multiple languages
- British Sign Language interpreters
- Easy-read versions of correspondence
- Large print or audio formats
- Support for people with communication difficulties

## **13.4 Reasonable Adjustments**

We will make reasonable adjustments to our complaints process for people with:

- Physical disabilities
- Sensory impairments
- Learning disabilities
- Mental health conditions
- Communication difficulties

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# **14. Staff Training and Development**

## **14.1 Complaints Handling Training**

All staff receive training on:

- Understanding different types of complaints
- De-escalation and conflict resolution techniques
- Active listening and empathy skills
- When and how to escalate concerns
- Confidentiality and data protection requirements

- Cultural sensitivity and trauma-informed approaches

## 14.2 Specialist Training

Designated complaints handlers receive additional training on:

- Investigation techniques and evidence gathering
- Report writing and decision making
- Legal and regulatory requirements
- Mediation and alternative dispute resolution
- Working with vulnerable complainants

## 14.3 Continuous Professional Development

Regular updates and refresher training cover:

- Changes in legislation or best practice
- Lessons learned from recent complaints
- New approaches to complaints resolution
- Feedback from complainant satisfaction surveys
- Sector-wide learning and benchmarking

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# 15. Monitoring and Review

## 15.1 Performance Monitoring

We monitor our complaints performance through:

- **Response Times:** Tracking adherence to stated timeframes
- **Resolution Rates:** Measuring how many complaints are resolved at each stage
- **Complainant Satisfaction:** Regular surveys of complainant experience
- **Outcome Analysis:** Review of types of remedies and their effectiveness
- **Trend Analysis:** Identification of recurring issues or systemic problems

## 15.2 Regular Reporting

### Management Reporting

- **Monthly:** Complaints statistics and trends to senior management
- **Quarterly:** Detailed analysis and action plans to board committees
- **Annual:** Comprehensive complaints annual report to full board

### Public Reporting

- **Website Statistics:** Regular publication of complaints data

- **Annual Report:** Complaints summary in charity annual report
- **Transparency Information:** Proactive publication of complaints trends and learning

## 15.3 External Benchmarking

We participate in:

- Sector-wide complaints monitoring initiatives
- Best practice sharing with other veteran charities
- Independent evaluation of our complaints handling
- Peer review and learning networks

## 15.4 Continuous Improvement

Based on our monitoring, we regularly:

- Update policies and procedures
- Revise training and development programmes
- Implement new systems and processes
- Enhance service delivery based on complaints learning
- Share best practices with partner organizations

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# 16. Data Protection and Confidentiality

## 16.1 Information We Collect

During the complaints process, we may collect:

- Personal details (name, address, contact information)
- Details of the complaint and any evidence provided
- Records of our investigation and correspondence
- Information from staff interviews and document reviews
- Sensitive personal data where relevant to the complaint

## 16.2 How We Use Information

We use complaint information to:

- Investigate and respond to your complaint
- Monitor and improve our services
- Meet legal and regulatory requirements
- Prevent fraud or misuse of services
- Provide statistical information (anonymised) for reporting

## 16.3 Who We Share Information With

We may share information with:

- Staff directly involved in handling your complaint
- Senior managers and trustees where appropriate
- External regulators or statutory bodies (with your consent or where required by law)
- Legal advisors or external investigators where necessary
- Police or other authorities where criminal activity suspected

## 16.4 Data Retention

We retain complaint records for:

- **Active Complaints:** Until resolution and any follow-up complete
- **Resolved Complaints:** 7 years after final resolution
- **Serious Complaints:** Permanently where significant safeguarding or legal issues
- **Statistical Data:** Anonymized data retained indefinitely for trend analysis

## 16.5 Your Rights

Under data protection law, you have the right to:

- Access information we hold about you
- Correct inaccurate information
- Restrict processing in certain circumstances
- Object to processing for specific purposes
- Complain to the Information Commissioner's Office

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# 17. Contact Information

## 17.1 Making a Complaint

**Primary Contacts:**

- **Complaints Manager:** [complaints@forcesonline.org.uk](mailto:complaints@forcesonline.org.uk)
- **Phone:** 0300 300 2288
- **Online Form:** <https://forms.office.com/e/ZH2tktvq9s>

**Postal Address:** Complaints Manager  
Forces Online CIO  
Unit 5 Workshed Carriage Works, London Street,  
Wiltshire, SN1 5DG

## 17.2 Senior Leadership Contacts

### Chief Executive Officer:

- Email: [len.chappell@forcesonline.org.uk](mailto:len.chappell@forcesonline.org.uk)
- Phone: 0300 300 2288

### Chair of Trustees:

- Email: [George.dryburgh@forcesonline.org.uk](mailto:George.dryburgh@forcesonline.org.uk)
- Contact via 0300 300 2288

## 17.3 Emergency Contacts

### Urgent Complaints (Safeguarding/Safety):

- **Out of Hours:** Call/Txt/SMS 07826163001
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# 18. Related Policies and Procedures

## 18.1 Organizational Policies

This complaints procedure should be read alongside:

- Equality and Diversity Policy
- Safeguarding Policy
- Data Protection Policy
- Whistleblowing Policy
- Staff Code of Conduct
- Service User Charter

## 18.2 External Guidance

Our procedure complies with:

- Charity Commission guidance on complaints handling
  - Fundraising Regulator complaints guidance
  - General Data Protection Regulation (GDPR)
  - Equality Act 2010 requirements
  - Health and Safety Executive guidance
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# 19. Review and Updates

## 19.1 Regular Review

This procedure is reviewed:

- **Annually:** Full review by senior management and trustees
- **Quarterly:** Performance data and minor updates
- **As Needed:** Following significant complaints or external guidance changes
- **Post-Incident:** After serious complaints or external investigations

## 19.2 Stakeholder Input

Reviews include consultation with:

- Service users and complainants
- Staff and volunteers
- Trustees and governance committees
- External partners and advisors
- Regulatory bodies and sector peers

## 19.3 Version Control

- **Current Version:** 1.0
- **Approved:** September 2025
- **Next Review:** September 2026
- **Document Owner:** CEO
- **Review Authority:** Board of Trustees

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*This comprehensive complaints procedure demonstrates Forces Online's commitment to accountability, transparency, and continuous improvement. We value all feedback and are committed to learning from every complaint to better serve the Armed Forces community. If you need any clarification about this procedure or support in making a complaint, please don't hesitate to contact us.*

**Remember:** Making a complaint will not affect your right to receive services from Forces Online. We are committed to treating all complainants fairly and without prejudice.

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**Accessibility Statement:** This document is available in alternative formats including large print, audio, Braille, and easy read versions. Translations are available in Welsh, Scottish Gaelic, and other community languages upon request. Please contact us to discuss your accessibility needs.

### Document Control:

- Policy Reference: FO-COMP-001
- Classification: Public
- Distribution: Website, all staff, service locations
- Related Documents: Equality Policy, Safeguarding Policy, Data Protection Policy

- Legal Requirements: Charity law, GDPR, Equality Act 2010

## Change Record

Date of Change:	Changed By:	Comments:
07/04/2000	LC/ME	Authorised by Trustees.
07/04/2021	LC/ME	Policy Check
07/04/2022	LC/PE/KS	Policy Check
07/04/2023	LC/PE/KS	Policy Check
07/04/2024	LC/PE/KS	Policy Check
07/04/2025	LC/GD/KS	Policy Check
01/09/2025	LC/KS/SD	Format changed to PDF