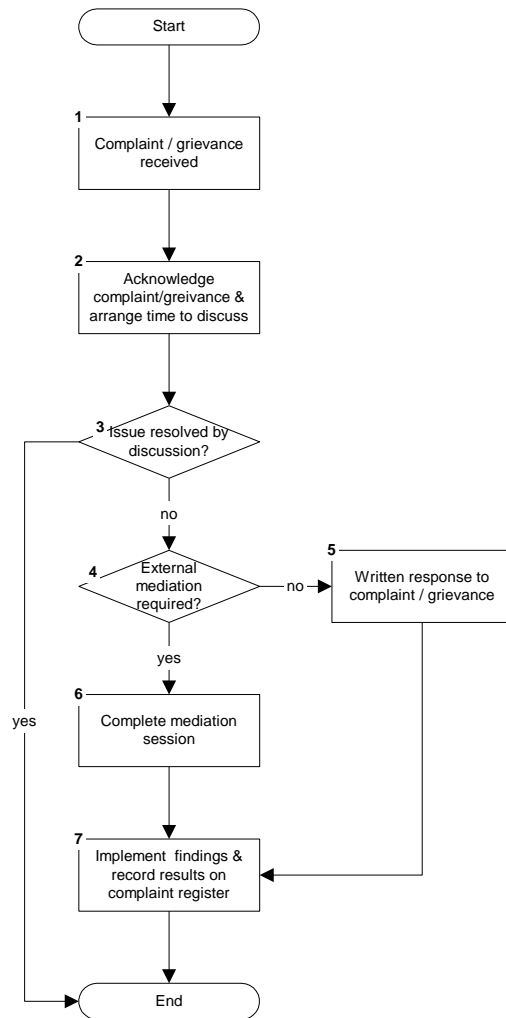


Complaint Procedure



Work Instructions / Comments

1. There is no set format for which a complaint may be received ie. written or verbal.
2. Acknowledgement to be in writing. Ensure a mutually acceptable time and place that does not inconvenience any of the parties, is confirmed. Time frame: Initial acknowledge within 2 working days
3. If resolution reached by discussion, no further action is required. However, later follow-up may be deemed appropriate.
4. External mediation should be used only as a last case scenario. It should be implemented only when all other resolution modes have been exhausted. FFTR Directors are responsible for arranging a neutral mediator as detailed within the Complaints and Appeals Policy.
5. Detail in writing any agreed outcomes or action items. Five working days should be the outside time limit for this feedback.
6. Arrange time and place suitable to the Host/ employer or relevant organisation.
7. Maintain mediators written report within the Complaints Register.

IMPORTANT NOTE

This procedure should be used in conjunction with the Future Force "Complaints and Appeals Policy". Policy is available on the Future Force website, & is provided to learners/students upon enrolment.