

How the RCN Can Help Defence Personnel with Complaints and Concerns

Queens Regulations for the Armed Forces state a Service Person may become a member of a civilian trade union and professional associations in order to enhance their trade skills and professional knowledge and as an aid to resettlement into civilian life. They are not to participate in industrial action or in any form of political activity organized by civilian trade unions or professional associations.

RCN Assistance for Managing Clinical Performance Concerns

Joint Service Medical Policy 950 Leaflet 5-2-4 outlines the process to be followed for managing fitness to practise concerns for all Armed Forces personnel. After a concern has been identified, patient safety is of paramount importance

Upon receipt of a nursing¹

A Service complainant or respondent must have an Assisting Officer who must (JSP 831 Ch 7 para 2a) be an officer, warrant officer, senior non-commissioned officer or civil servant of equivalent grade; therefore, they cannot have a trade union steward attend any hearings. A Serving complainant or respondent can also nominate someone to act as their Assisting Officer, but they must fulfil the policy criteria above and must not be a trade union representative. Armed Forces nurses are still able to seek assistance from the RCN Direct helpline 0345 772 6100 for their service complaint matters.

Bullying and Harassment Complaints Process

It is MOD policy that all Service and civilian personnel, regardless of rank or grade, have a right to be treated with dignity. All Service and civilian personnel also have a responsibility to do all they can to ensure that the working environment is free from all forms of bullying and harassment and that the dignity of others is respected. All anti-discrimination legislation applies to service in the Armed Forces, except for the employment provisions of the Disability Discrimination Act 1995 or the Employment Equality (Age) Regulations 2006. Joint Service Policy 763, the MOD Bullying and Harassment Complaints Procedure, articulates the advice, support and options for complaint resolution, which follows the Service Complaint process above. A Service complainant or respondent must have an Assisting Officer who

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Reference List

Relevant Policies and

Military Terminology

ADMN Academic Department of Military
Nursing

