



Effective Date: 01 June 2023

Introduction

The External Complaints Procedure outlines the process for handling complaints received from external sources regarding the operations, services, or conduct of the Historic Army Aircraft Flight (HAAF). This procedure aims to provide a fair and transparent mechanism for addressing and resolving complaints in a timely and effective manner.

Scope

This procedure applies to all complaints received from external stakeholders, including but not limited to donors, service recipients, members of the public, and regulatory bodies. It covers complaints related to the HAAF's activities, services, employees, volunteers, contractors, and any other interactions with external individuals or organizations.

Complaint Handling Principles

Fairness and Impartiality

- Complaints shall be treated with fairness, impartiality, and without bias.
- All parties involved in the complaint process shall be given an equal opportunity to present their case.

Confidentiality

- Complaints and related information shall be handled in a confidential manner, disclosing only the necessary details to individuals directly involved in the investigation and resolution.

Timeliness

- Complaints shall be acknowledged promptly, and efforts shall be made to resolve them within a reasonable timeframe.
- Regular updates on the progress of the complaint investigation and resolution shall be provided to the complainant.

Transparency

- The complaint handling process and relevant procedures shall be transparently communicated to complainants.
- Complainants shall be informed of the steps involved, expected timeframes, and the outcome of the complaint resolution.

Complaint Submission

Channels for Complaint Submission

- The HAAF shall provide multiple channels for complainants to submit their complaints, including email, dedicated complaint forms, and a designated postal address.
- Complaints may also be submitted in person or through an appointed representative.

Complaint Information

- Complainants shall provide sufficient details regarding the nature of the complaint, including the date, time, location, individuals involved, and any supporting evidence or documentation available.



Complaint Handling Process

Complaint Acknowledgment:

- Upon receipt of a complaint, the HAAF shall promptly acknowledge receipt to the complainant, confirming the details provided and informing them of the expected timeframe for resolution.

Investigation and Evaluation:

- The complaint shall be assigned to an appropriate individual or department within the HAAF for investigation and evaluation.
- All relevant information and evidence shall be gathered and reviewed objectively.

Communication and Updates:

- Regular updates shall be provided to the complainant regarding the progress of the investigation and resolution efforts.
- Any additional information or clarification required from the complainant shall be promptly communicated.

Resolution and Action:

- Based on the findings of the investigation, appropriate actions shall be taken to address the complaint.
- Where necessary, corrective measures, process improvements, or disciplinary actions may be implemented to prevent similar issues in the future.

Closure and Feedback:

- Once the complaint has been resolved, the HAAF shall inform the complainant of the outcome and any actions taken.
- Complainants shall be given an opportunity to provide feedback on the complaint handling process.

Escalation and Independent Review

If the complainant remains dissatisfied with the resolution provided, they may request further review or escalate the complaint to a higher level within the HAAF.

Policy Review

This policy shall be reviewed periodically to ensure its continued effectiveness, alignment with best practices, and compliance with applicable laws, regulations, and governance standards. Any proposed changes to this policy shall be reviewed and approved by the appropriate HAAF authority.