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## REVISED ARRANGEMENTS FOLLOWING SUBMISSION OF A REDRESS OF GRIEVANCE—TRI-SERVICE PROCEDURES

### References:

- A. Defence Instruction (General) PERS 34-1—*Redress of Grievance—Tri-Service procedures*
- B. Australian Defence Force Publication 06.1.4—*Administrative Inquiries Manual*, Chapter 2

Members of the Australian Defence Force (ADF) have available a number of formal and informal mechanisms to address complaints. Where a member is not satisfied that a complaint has been resolved through the normal administrative processes, the *Defence Force Regulations 1952* (Part XV), make provision for a formal grievance procedure. Access to the formal complaint system is through the submission of a Redress of Grievance (ROG) to the member's Commanding Officer (CO). Oversight of the ROG System is vested in the Directorate of Complaint Resolution (CR), under a joint directive by the Chief of the Defence Force (CDF) and the Secretary. CR is tasked with independently reviewing ROGs on behalf of CDF and the Service Chiefs.

A review of the ADF ROG System conducted jointly by Defence and the Office of the Commonwealth Ombudsman in 2004, made a number of recommendations including that CR take a more proactive approach in ensuring that the ROG process is effectively managed, and that COs are assisted in the exercise of their authority in making determinations regarding the merits of a ROG submission. The majority of the recommendations were accepted by CDF, who issued CDF Directive 2/2005 dated 07 April 2005, directing implementation of the agreed recommendations.

Reference A details the tri-Service procedures for dealing with ROGs, particularly the responsibilities of COs to investigate a complaint, make an informed decision on the ROG, and advise the member in writing of the outcome. Reference B stipulates that following the notification of an occurrence, incident or complaint, it is mandatory to conduct a Quick Assessment (QA) before taking any further action. Simply put, the purpose of a QA is to assist a CO to determine that an event has occurred, the nature and gravity of an occurrence, to provide a CO with a record of an occurrence, and to assist the CO in determining the best approach in handling the sometimes complex issues associated with a ROG. The QA should also include a recommendation on the appropriateness of using an alternative dispute resolution mechanism to resolve the complaint.

Under new arrangements, which will be incorporated into a revised version of reference A, when a ROG is submitted COs are to inform CR in accordance with reference A, annex E, paragraph 7, and following the completion of a QA, fax to CR a copy of the ROG, the QA and the CO's proposed plan of action to investigate the complaint, within five working days from receipt of the ROG. The plan is to detail what matters will be considered in making a decision on the ROG. The attached pro forma (available on the CR webpage though the Defence Personnel Executive site) should accompany the documents. If the documents cannot be faxed to CR, they should be dispatched through an overnight courier system. On receipt, CR will provide advice to the CO on the soundness of the proposed approach and highlight any legal issues that might warrant particular attention. CR will endeavour to provide feedback on the pro forma within 24 hours of receipt.

Points of contact at Directorate of Complaint Resolution are as follows:

Deputy Director Military Redress	WGCDR Mary Anne Whiting	(02) 6266 8252
Navy Team Leader	LCDR Glenn Kerr	(02) 6266 8265
Army Team Leader	MAJ Narelle Powers	(02) 6266 8263
RAAF Team Leader	SQNLDR Simon Nickson	(02) 6266 8264

Directorate of Complaint Resolution FAX Line

(02) 6266 8021

Directorate of Complaint Resolution Web site Link

<http://defweb.cbr.defence.gov.au/dpecra/>



DI HARRIS  
Acting Director-General Fairness and Resolution

**Annex:**

A. [Redress of grievance check list](#)

DISTRIBUTION: SDL 1, 2, 3, 4, 5, 6, 9A, 12, 14

## REDRESS OF GRIEVANCE CHECK LIST

### Initial review by directorate of complaint resolution

<b>Unit/Establishment and POC:</b>	
<b>Commanding Officer Details:</b>	
<b>Complainant Service Details:</b>	
<b>Date of receipt of ROG at Unit:</b>	
<b>Nature of Grievance:</b>	
<b>Initial Unit Action</b>	
Action on receipt	IAW paragraph 7, annex E to DI (G) PERS 34-1
CO initiates Quick Assessment (QA)	IAW Chapter 2, ADFP 06.1.4
Date QA initiated:	Date QA completed:
<b>QA Recommendations</b> —Refer paragraph 2.16, Chapter 2, ADFP 06.1.4	
<b>CO's Proposed Course of Action:</b>	
<b>Issues referred to DCR for further advice:</b>	
Single Service Team Leaders DCR	Navy: (02) 6266 8265 Army: (02) 6266 8263 Air Force (02) 6266 8264
FAX Copy of ROG, QA and Plan of Action	DCR FAX (02) 6266 8021

DCR Advice	
Date received:	Date referred back to Unit:
<i>Advice provided:</i>	
DCR Legal Review/Advice:	
DCR Contact Officer Details:	