

SERVICE COMPLAINT CASE SUMMARY 2

RAF SERVICE COMPLAINT (SC) – PAY, PENSIONS AND ALLOWANCES

FINAL DECISION LETTER ISSUED - SEPTEMBER 17

DECISION BY DECISION BODY

Complaint

An RAF FS who re-joined the Service after 4 years and 6 months, submitted a SC after being unable to transfer his Longer Separation Allowance (LSA) record, earned during a previous period of service, to his current Joint Personnel Administration (JPA) record.

The SC is deemed **Admissible** by the Commanding Officer and investigated accordingly.

Investigation

The complaint went through the Special to Type process initially which involved going through Personnel Services Flight (PSF) and the Pay and Allowances Casework and Complaints Cell (PACCC) process to obtain approval for the LSA days to be added to the current record. The PACCC, discharged their duty correctly, confirming that the request fell out with the policy.

On investigation it was discovered that LSA days, and the gap in Service when a Service Person leaves the Service and re-joins, is currently being reviewed by the Royal Navy Pay team, however, owing to a change in staff this review has extended significantly. The Pay Col staff are keen to support a stance of 5 years to align with other re-entry policies.

Finally, in seeking the rationale for this particular policy to be set at the 4 year point, the RAF Pay and Allowance Policy team have advised that "*it was deemed that after 4 yrs a SP had transitioned sufficiently into civilian life (Joint Service Publication 752 05.0423 refers)*".

Decision

The Decision Body was unable to confirm satisfactory rationale for the 4-year limit and therefore the SC was **Upheld**. The LSA days accrued in previous service were added to the JPA record and the policy is to be reviewed.

Service Complaints Ombudsman for the Armed Forces (SCOAF)

Involvement: No

DETERMINATION BY APPEAL BODY

No Appeal