

Case Summary 4 - Pay & Allowances

Service	Royal Navy (Reserve)
Complaint Type	Pay & Allowances
Complaint Summary	Removal Expenses and Disturbance Allowance application rejected on the basis that as the individual serving on FTRS (FC) , they were not eligible.
Subject to Special-to-Type complaint procedure prior to Service Complaint?	Yes: to DBS Pay, Allowance, Casework and Complaints (PACCC); Outcome: not upheld.
SCOAF Referral	No
Outcome	Service Complaint was upheld in part at Decision Body level, with a recommendation that policy be reviewed. No redress to the complainant awarded. The complainant appealed. The Appeal Body determined that the policy had indeed been applied correctly, but the very specific circumstances of the individual were such that the application of the policy had been unfair. Ex-gratia payment to cover the RE and DA awarded.
Comment	The SC centred on whether the complainant met the policy requirements of making a “mid-assignment” move for “Service reasons”. Owing to the Service requirement, the complainant had served on a series of short FTRS(FC) assignments, which on paper, meant he did not qualify for a “mid-assignment” move. The series of assignments however, all served one aim of supporting a 2-year deployment abroad. The AB therefore took the view that the series of assignments could, in this very specific circumstance, be viewed as one assignment, that had been split into several short tours for administrative reasons.