
STATUTORY INSTRUMENTS

2015 No. 1969

The Armed Forces (Service Complaints and
Financial Assistance) Act 2015 (Transitional
and Savings Provisions) Regulations 2015

PART 3

Pre-commencement complaints: application of the new complaints provisions

Part 3 complaint refused at an initial stage

8.—(1) Paragraphs (2) and (3) apply to a Part 3 complaint that, but for regulation 3(2) of these Regulations (pre-commencement complaints refused at an initial stage after 1st October 2015 are not finalised complaints), would be a finalised complaint because it has been refused at an initial stage before the commencement date.

(2) The refusal is to be treated as if it were a decision made by the specified officer under new regulation 5(1) that the complaint is not admissible.

(3) New regulation 7(2) (time limit for asking the Ombudsman to review a decision that a complaint is not admissible) applies to the complaint as if the reference to four weeks were to three months.