

DF Organisational Survey

ACOS Outlined that engagement had taken place with the RA's on the survey results and the survey results should drive future work of the group. Fmn EO's outlined the feedback that they had received from the survey briefs that took place. Discussion took place about issues that were highlighted in the survey. Engagement to take place with AGS HR to discuss how the suspension of serving AGS personnel works.

Standardised A7 Brief

DJ7 stated that the new induction syllabus will reflect the changes to the standardised A7 Brief. The standardised A7 Brief will be launched in conjunction with old briefs being removed from IKON.

OCSC Workshop Development

EO 2 Bde outlined that the 'Train the Trainers' workshop had taken place and that each Fmn was now conducting their own pilot, which was due to be finished by the end of October. Surveys will be analysed and a report will be submitted to the ACOS by middle of Nov.

A discussion took place amongst the group regarding where improvements can be made on the product before it's finalised. The SERR Workshops will be conducted by an outsourced company and a list of companies for tender will need to be submitted for consideration.

Update on Complaints Procedures

Redress of Wrongs office outlined that a discussion was presently taking place in relation to a review of the DF Complaints Procedures. The survey results outline the need for the GMO to conduct a roadshow on how Chapter 1 and Chapter 2 complaints should be dealt with.