

## The Complaint Process and Your Responsibility

**DURATION:** 30 Minutes

**TEACHING METHOD:** Discussion (Live or Webinar)

**READING:** Student Guide

**LESSON OBJECTIVE:** Understand the complaint process and the responsibility the commander has in this process.

**DESIRED LEARNING OUTCOMES (DLO):**

1. Explain the role of the IG in the complaint process.
2. Explain the duty of the commander to ensure grievances are resolved fairly, impartially, and promptly.
3. Explain how the commander properly directs complaints brought forward by members of the unit.
4. Explain the complaint process.

**LESSON STRATEGY:** This lesson is designed to discuss the unit commander's role in the complaint process.

**INSTRUCTOR NOTE:** This lesson focuses on how the squadron commander plays a role in the complaint process.

Students should have completed the assigned reading in the pre-course before coming to the class. This allows you to spend most of your time on the discussion questions and exercises. Survey the students to see how well they've absorbed the material and adjust your plan as necessary.

This lesson can be quite detailed. To keep students engaged, try to use case studies and best practices whenever possible, taking care to not divulge personal information or to discuss current cases. This is the type of lesson where a well-moderated discussion will have a big impact.

**REVIEW:** Ask students if they have any questions about the reading. If they have questions, answer them. If not, proceed with a short review. Ask students to share the most important points from the reading. Start with how complaints are processed. Move to the personnel involved in the complaint process. The students should be able to describe what to do when a complaint is brought forward. Encourage several students to participate/share.

**BRIDGE:** We just talked about the complaint process and the roles of personnel who assist with processing complaints.

**SUGGESTED DISCUSSION QUESTIONS:** Feel free to add or adjust questions as necessary to meet the students' needs as well as the unique conditions in your wing.

**Lead off Question:** What is the role of the unit commander in building a positive squadron culture regarding complaints? How can squadron culture keep issues from becoming complaints?

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**Supporting Question:** What are the most important rules commanders need to follow regarding complaints?

**Supporting Question:** How should commanders address a member with a potential complaint?

**CLOSURE:** Sometimes, conflict is inevitable. When that conflict turns into a formal complaint, the CAP IG system, Complaints Resolution Program, and the CAPR 123-series are in place to recognize problems early, investigate complaints, and help guide commanders to ensure that all members are treated properly, fairly, objectively, impartially, and with integrity. This is especially true in cases where disciplinary actions may need to be taken.

**CLOSELY RELATED LESSONS:** An Introduction to CAP Publications, Care and Feeding of a Member, Developing Our Members, Squadron Staff and Responsibilities, Stewardship and Risk Management, Understanding the Subordinate Unit Inspection Process