



Defence Infrastructure Organisation (DIO) Operations Accommodation, and the contractors who carry out work on our behalf, have a strong customer focus to provide the best service possible to Service personnel and their families. Sometimes things go wrong - so below is some useful advice and guidance on the correct procedure to follow if you wish to make a complaint.

Whatever the issue, we will aim to sort it out as quickly as possible. All complaints will be treated confidentially. We cannot action anonymous complaints as we need to be able to contact individuals if we require further information; and so we can inform you about any action we have taken.

This complaints procedure should **not** be used to appeal against an allocation or retention decision; a disputed barrack damage bill; or to request a service.

We operate a 3 stage procedure for complaints

The 3 stages are to ensure that the issue(s) you raise can be fully and properly investigated, assessed and action approved at the appropriate DIO management level.

If you are not satisfied by the response you receive at each stage, you will be given the opportunity to go to the next stage. It is important that you follow the correct procedure and wait for each stage to be completed.

Stage 1

For Maintenance provider staff or service:

Telephone the relevant Maintenance Contractor (England and Wales: Modern Housing Solutions: 0800 707 6000, Scotland - Turners Estate Solutions: 0800 328 6337, Northern Ireland: 0800 030 4651).

For DIO Ops Accn staff or service - including Move In complaints:

Write to the Customer Service Assistant (Stage 1 Complaints), DIO Operations Accommodation, Ground Floor, Swales Pavilion, RAF Wyton, Cambridgeshire PE28 2EA; or email dioopsaccn-housingcomplaints@mod.uk using the Customer Complaint Template (which is available on the MOD Website).

Stage 2

If you are not satisfied with the response you receive as a result of Stage 1 – then please submit a formal complaint in writing to:

Customer Service Manager, DIO Operations Accommodation, Ground Floor, Swales Pavilion, RAF Wyton, Cambridgeshire PE28 2EA

DIO Operations Accommodation will acknowledge written complaints within 3 working days. An investigation will be carried out and we will aim to provide you with a response within 10 working days; although this will be dependent on the nature or complexity of the complaint. If we need to arrange to meet you, we aim to write to you within 5 days of the meeting.

Stage 3

If you are not satisfied with the response you receive as a result of Stage 2 – then please submit a formal complaint in writing to:

Independent Housing Review Panel, DCDS Pers SVW AFW, Accommodation Policy C2, Ministry of Defence, Floor 6, Zone A, Main Building, Whitehall, London SW1A 2HB