



MINISTRY OF DEFENCE

Customer Fact Sheet 7

Complaints

This leaflet explains how to make a complaint and how we will respond. Whatever the problem, we will endeavour to sort it out as quickly as possible. We value your feedback and monitor complaints to help us focus on the areas where our customers believe there are problems.

Q. What is a complaint?

A. Complaints should not be confused with everyday enquiries, an appeal against an allocation or retention decision or requests for a service. For example if you report a defective boiler, this is a request for a repair. If we fail to carry out the repair, it may become a complaint.

A complaint may be about any aspect of DE service and may be about:

- Impolite or unhelpful staff or contractors
- Something being done wrongly
- A decision we have made following an appeal
- Not operating our policies fairly or fulfilling our legal duties
- Something not being done by DE

Q. Who can complain?

A. Anyone who receives a service or who maybe entitled to receive a service from DE. Broadly this means:

- Licensees/occupants
- Applicants
- Advocates acting on behalf of licensees/occupants, including Councillors and MPs
- Other parts of the Armed Forces or the MOD

All complaints will be treated confidentially. We do not generally accept anonymous complaints.

Q. How can I make a complaint?

A. We have a set procedure for complaints to make sure that they can be fully investigated and promptly put right. If you are dissatisfied by the response at any stage, go to the next one.

- First stage: Level 1: Telephone call to the front line staff (Maintenance contractor or Housing Information Centre (HIC). Level 2: Formal in writing to the Area Housing Manager at your HIC, if Level one was directed at the HIC.
- Second Stage: Formal complaint in writing to Customer Services Manager at HQ Ops Housing (RAF Brampton).
- Third Stage: Formal to Independent Housing Review Panel.

Q. How does DE deal with written complaints?

A. If you make a written complaint we will acknowledge it within 3 working days. An investigation will be carried out but depending on the nature of the complaint, this can take some time. We do however, aim to provide you with an update within 10 working days. If we need to arrange to meet with you, we aim to write to you within 5 days after the meeting.

Q. Where can I get independent advice?

A. You can seek independent advice through your local Service welfare organisations, your Unit Welfare Officer, RAF Community Support Officer or Unit Families Officer. Alternatively there are civilian organisations such as Citizens Advice Bureaux or Housing Advice Centres who will help.

Q. What about downgrading or compensation?

A. DE does not have authority to pay compensation or loss of earnings. We may temporarily downgrade accommodation charges where a major loss of amenity has occurred. Permanent downgrading can only be approved by a Board of Officers. (See Customer Fact Sheet 1)

Equal Opportunities

DE personnel are expected to be courteous and polite in all dealings with customers. Equally DE expects its staff to be treated in the same manner. DE will not tolerate unacceptable behaviour towards its staff and will report any such instances.