

# Complaints Procedures

## A guide on how to complain about the housing service

This guide explains how to make a complaint about the housing service and how we will respond.

### Q. What is a complaint?

A. Complaints should not be confused with everyday enquiries and requests for a service. A complaint may be about any aspect of the DE Ops Housing service e.g. move ins, move outs, allocations, repairs. It may be about:

- Impolite or unhelpful staff.
- Something being done incorrectly.
- A decision we have made.
- Not operating our policies fairly or fulfilling our legal duties.
- Something not being done.

### Q. Who can complain?

A. Anyone who receives a service or who may be entitled to receive a service from DE Ops Housing.

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 3 set procedures for complaints to make sure that they can be fully investigated and promptly put right:

## **The DE Ops Housing Complaints Procedure**

If the complaint concerns the allocation of SFA, the Move-In/Out procedure or any issue other than a repair, you should report it using the two stage system outlined below:

**Stage 1: Formal Complaint to Housing Information Centre (HIC).** This could be in any form (telephone/letter/e-mail/fax) and will be recorded. The stage is split into 2 levels:

- **Level 1.** If the complaint is received by telephone, you will be given a point of contact and the complaint will be assigned a reference number. The complaint will be investigated and resolved within 10 working days. If the HIC is unable to meet this timescale they will inform you in writing of the reasons for any delays.
- **Level 2.** Should the level 1 response not be acceptable, you can register the complaint in writing (letter/e-mail/fax) and forward it to the Area Housing Manager (AHM) at each HIC. Level 1 is bypassed if you choose to write, e-mail or fax the complaint in the first instance. The complaint will be assigned a reference number and AHMs will investigate and resolve the complaint and notify you of the outcome within 10 working days. If the AHM is unable to meet this timescale he/she will inform you in writing of the reasons for any delays.

Should you still be dissatisfied with the AHM response, you can request the complaint is passed to: The Complaints Manager, Director Operations Housing at Stage 2 (see below).

**Stage 2: Formal Complaint to Director Operations Housing.** Director Operations Housing will review the complaint and decide if the Stage 1 response was correct. He may, at this point, invite Assistant Director Housing (ADH (N & S)) to respond on his behalf within 10 working days. Should it be considered that the case is of a sensitive nature, or that the response may elicit further action, he may wish to notify you that, exceptionally, the Chief Executive Defence Estates (CE DE) will review the decision.

**Stage 3: Formal complaint to Independent Housing Review Panel (IHRP).** If you are still dissatisfied with the response, you can refer the complaint to the Independent Housing Review Panel (IHRP) which consists of housing management experts, some of whom are drawn from outside housing providers and a member of the complainant's Service. The complaint may be reviewed independently by each Panel member and the findings passed to the Panel Chair. Complaints should be referred in the first instance to SPPoIAFW-C2 Living Accommodation 2, Ministry of Defence, Level 7, Zone C, Main Building, Whitehall, London, SW1A 2HB.

## **The Housing Prime Contract (HPC) Complaints Procedure (England & Wales)**

If the complaint is about repair or maintenance work contracted to the HPC in England and Wales, you should contact the Customer Care Centre MHS Helpdesk at:

**MODern Housing Solutions  
The Matchworks  
Speke Road  
Garston  
Liverpool  
L19 2PH**

*Helpdesk Tel no: [Tel: 0800 707 6000](tel:08007076000) (Option 3)*

*E-mail address: [Customercare@mhs.mod.uk](mailto:Customercare@mhs.mod.uk)*

**Stage One.** You can telephone, write, or e-mail the MHS Helpdesk to complain about an existing job or a job already carried out. If you choose to write or e-mail, the complaint will be acknowledged in writing by return. For all complaints the Helpdesk will investigate the matter and you will receive a written response within 10 working days. The response will include a customer reference number and an explanation as to the resolution of the complaint.

**Stage Two.** Should you still be dissatisfied with the response from MHS, you can escalate the complaint further, in writing, to Defence Estates Operations Housing at: -

Complaints Manager  
Defence Estates Operations Housing  
Room S206, Building 351  
RAF Brampton  
Huntingdon  
Cambs  
PE28 2EA

DE Ops Housing will deal with the complaint in line with [our Stage 2 process] Stage 2 of the DE Ops Housing Complaints Procedure.

### **The Regional Prime Contract (RPC) Complaints Procedure (Scotland)**

If your complaint is about repair or maintenance work contracted to the RPC in Scotland they should contact the RPC Helpdesk on

[Tel: 0800 328 6337](tel:08003286337)

providing them with the repairs order number, details of the complaint and a contact telephone number. The helpdesk will investigate your complaint and

respond within 24 hours. If the complaint is of a more serious nature, and at your specific request, the complaint will be logged and escalated to the Customer Services Manager who will investigate the case and respond within 10 working days. All written complaints should be directed to:

Customer Services Manager  
AMEC Turner  
Forthview House 30  
Hilton Road  
Rosyth  
KY11 2BL

If you are still dissatisfied, you should write to:

Area Housing Manager (Scotland)  
Caledonia House  
Innova Campus  
Rosyth Europarc  
Rosyth  
KY11 2UU

DE Ops Housing will deal with the complaint in line with [our Stage 2 process] Stage 2 of the DE Ops Housing Complaints Procedure.

### **Housing Information Centres – Contact Details**

#### **Rosyth**

Housing Information Centre  
1st Floor  
Caledonia House  
Innova Campus  
Rosyth Europarc  
Rosyth  
KY11 2UU

Tel: 0800 169 6322  
Fax: 01383 435957  
Email: [scotlandhic@hd.de.mod.uk](mailto:scotlandhic@hd.de.mod.uk)

#### **York**

Housing Information Centre  
Bacchus House  
Link Business Park  
Osballdwick Link Road  
Osballdwick  
York  
YO10 3JB

Tel: 0800 169 6322

Fax: 01904 75 4620  
Email: [northern.complaints@hd.de.mod.uk](mailto:northern.complaints@hd.de.mod.uk)

**Telford**

Housing Information Centre  
Sapphire House  
Stafford Park 10  
Telford  
Shropshire  
TF3 3AD

Tel: 0800 169 6322  
Fax: 01952 21 5948  
Email: [west.complaints@hd.de.mod.uk](mailto:west.complaints@hd.de.mod.uk)

**Thetford**

Housing Information Centre  
Building 29  
Barnham Camp  
Thetford Road  
Barnham  
Thetford  
Norfolk  
IP24 2 DJ

Tel: 0800 169 6322  
Fax: 01842 890975  
Email: [anglia.complaints@hd.de.mod.uk](mailto:anglia.complaints@hd.de.mod.uk)

**High Wycombe**

Housing Information Centre  
156-158 Greenwood  
Walters Ash  
High Wycombe  
Bucks  
HP14 4XE

Tel: 0800 169 6322  
Fax: 01494 49 5515  
Email: [central.complaints@hd.de.mod.uk](mailto:central.complaints@hd.de.mod.uk)

**Warminster**

Housing Information Centre  
401-423 Pepper Place  
Warminster  
Wiltshire  
BA12 0DG

Tel: 0800 169 6322

Fax: 01985 224504  
Email: south-west.complaints@hd.de.mod.uk

**Aldershot**

Housing Information Centre  
Building 3  
ABRO  
Ordnance Road  
Aldershot  
GU11 2AA

Tel: 0800 169 6322  
Fax: 01252 318591/348636  
Email: south.complaints@hd.de.mod.uk