



People Accommodation – Special to Type Complaints Update for all personnel

The accommodation complaints process is a Special-to-Type (STT) procedure that exists to deal with matters related to the delivery of Service provided accommodation. The STT process must be closed before a Service Complaint can be considered.

Amendments have been made to the STT Process for Service Families Accommodation (and substitute equivalent) in [Tri-service accommodation regulations \(TSARs\) \(JSP 464\) - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/consultations/tri-service-accommodation-regulations-tsars-jsp-464) to improve the efficiency of the process and improve understanding of the redress that can be granted at each stage.

Personnel or family members wishing to make a complaint are advised to familiarise themselves with the policy to ensure they understand the redress available at each stage of the process.

Stage 1 – Industry Partner	Stage 2 – DIO Customer Services Team	Stage 3 – 1* Accommodation Complaints Review Panel
<ul style="list-style-type: none"> • Most complaints are expected to be satisfactorily resolved at this stage. • The contractor can provide whatever redress they deem appropriate to resolve the complaint, which could include an apology, commitment to resolve the matters within a set timescale, or compensation via the compensation scheme. • Complaints - Pinnacle Service Families 	<ul style="list-style-type: none"> • Where a complainant disagrees with the outcome of their Stage 1 complaint, they can raise their case to Stage 2, clearly stating why they disagree with the outcome. • DIO will seek to resolve matters for the complainant, but if the resolution is outside of the contract, they have no ability to direct the contractor to carry out a specific action, such as the payment of financial compensation. • In most cases the STT process will finish at this point. 	<ul style="list-style-type: none"> • Only required where it is believed that accommodation policy has been misinterpreted or misapplied at Stages 1 or 2 of the complaints process. • Where there is no doubt that the circumstances of the case fall outside the scope of a Stage 3 review the STT complaints process will be considered terminated at the end of Stage 2. • No authority to award financial redress or compensation.