



Defence
Infrastructure
Organisation

European Support Group Customer Service Charter



DIO ESG's commitment to Service Personnel, their families, and the wider defence community, is to provide decent living standards and excellent customer service. We are committed to improving the condition and standard of the service accommodation and community facilities, sustaining levels of maintenance, improving repair performance, and enhancing customer service.

Customer Service Charter Standards

Through dedicated allocations, facilities and estate management teams we will provide you with:

- A safe home.
- A single point of contact for all general enquiries about your home through your local Housing Office
- Flexible move-in and move-out appointments
- A call out system to report issues with your home for general fault repair and maintenance

Our Relationship with You

- All individual housing requirements will be considered, and we shall do our best to meet these
- Whenever you contact us, you will be treated fairly, with respect and in a professional manner
- Everyone in our family homes and accommodation will receive the information they need about their home, including the services provided
- All customers will be able to influence future service delivery by providing feedback.
- Personal data and information will be protected.

Your Responsibility for Your Home

We expect you to:

- Look after your home by reporting any problems in a timely manner, taking steps to help prevent maintenance issues
- Ensure contractors have access to your home to carry out mandatory / statutory inspections
- Arrange a Pre Move-Out appointment and then prepare your home to the defined Move Out standard
- Engage with Customer Satisfaction surveys to help us improve our service
- Treat our staff with respect. We understand how important your home is to you and that it can be stressful when things go wrong, and this can affect how you communicate with us. However, we still expect you to behave appropriately and treat our staff with consideration.
- We are doing our best to support you and will not tolerate abusive, threatening, or violent behaviour and will take action where appropriate.

WHAT YOU CAN EXPECT FROM US

Allocation Of Overseas Accommodation

On receipt of an 1132 application received more than 4 month before the required date, we will ensure the administration for your application will start to be administered within 15 working days. If accommodation is not available for any reason we will issue a Non-Availability Certificate (NAC) and start the process for identifying a comparable home to entitlement from within the private rental market. In either event, you will then have 14 days to accept the offer IAW [2021DIN01-50](#) Para 30-34

Move-In

We will ensure that your allocated accommodation is safe and meets agreed move in standards. The intention of the move-in standard is to ensure your allocated home is clean, tidy and in a good state of repair.

Maintenance

Any problems with your home should be reported via [DIO FAULT REPORTING](#)

- Response times will depend upon the country / area in which you live.
- Response times can be found in your local area guide.

Feedback & Complaints

DIO ESG are committed to delivering a high standard of service to our customers. To do this, we need you to inform us when things are positive as well as negative, to improve our service and resolve complaints effectively and efficiently. A complaint is an expression of dissatisfaction, whether justified or not. This procedure covers complaints related to an action or inaction by DIO ESG in the delivery of Service Accommodation in accordance with extant policy.

Timings

To effectively deal with complaints, it is necessary for them to be considered as close as possible to the date of the matter arising. Therefore, complaints are to be submitted within the timings detailed in the table below. Complaints submitted outside these timings will only be considered if there are clear extenuating circumstances, such as deployments. Accepting complaints outside of these timings will be assessed on a case-by-case basis.

	Submission Within
Stage 1	28 working days of the incident
Stage 2	28 working days from receipt of the Stage 1 response
Stage 3	28 working days from receipt of the Stage 2 response

If the complaint is related to a culmination of events/matters, then it should be submitted within 28 days of the last event.

Some accommodation related matters are out of scope, as they are outside the powers of DIO ESG or covered by other processes. The matters that are out of scope include:

- **Policy.** Specific challenges of policy should be submitted through the chain of command to the appropriate single Service Housing Colonel, detailed in JSP 464, Chap 1. [JSP 464](#)
- **Charging/Banding Issues.** These are covered by the CAAS Challenge and Appeal process, detailed in JSP 464, Volume 3, Part 1. [JSP 464](#)
- **Charges for damage and deficiencies for overseas accommodation.** These are covered by the processes detailed in [2022DIN01-038](#) (only available on MODNet)
- **Allowances.** Any accommodation related allowances are covered in [JSP 752](#)– Tri-Service Regulations for Expenses And Allowances.

Complaint Stages

Stage 1. If you are not satisfied with the service you have received in dealing with DIO ESG local Housing Office, you can raise a formal complaint (Stage 1) by requesting a DIO ESG Form 1 from DIOSDOS-ESG-Feedback@mod.gov.uk. You should be clear as to what your complaint relates to and what your desired outcome is. You will be given a unique complaint reference number and allocated an Investigating Officer (IO) within 5 working days. The IO will then have 15 working days to investigate your complaint and report back to you.

Stage 2 - Appeal. If you are still not satisfied with the initial response to your complaint, you may make a Stage 2 appeal via email to DIOSDOS-ESG-Feedback@mod.gov.uk. You should state clearly why you disagree with the findings of the IO and / or the solution offered. You will be allocated an Appeal Officer (AO) within 5 working days. The AO will then have 15 working days to investigate your appeal and report back to you. An appeal must be submitted within 28 days of receiving the written response to your appeal.

Stage 3. If you are still dissatisfied with the response at Stage 2, you may raise your complaint to the Accommodation Complaints Review Panel Secretariat, People Accommodation, Ministry of Defence, Floor 6, Zone N, Main Building, Whitehall, London, SW1A 2HB. You have 28 days from receipt of the written response to your appeal. Details via DIOOSDOS-ESG-Feedback@mod.gov.uk

Further information

If you need any further information on any stage of the DIO ESG feedback / complaints process, please contact the DIO ESG Assurance Manager via DIOOSDOS-ESG-Feedback@mod.gov.uk