



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.

