

**DISPUTED CHARGES ON MOVE OUT of Service Family Accommodation (SFA) OR SUBSTITUTE SFA (SSFA) – Stage 1 DISPUTE**

Please read the [guidance notes](#Guidance) below before completing and submitting this form.

## PART 1

**Section 1: To be completed by the out-going occupant.**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Service Number** |  | **Rank****/Title** |  | **Full Name** |  |
| **Date of Move Out** |  |
| **Disputed SFA/SSFA Address** |  |
| **Forwarding Address** |  |
| **Email Address** |  |
| **Telephone Number** |  |

**Section 2: I dispute the following charges, which have been raised against me on handover of the SFA/SSFA address stated above.**

|  |  |
| --- | --- |
| **Charge** | **Amount****£** |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
| **Total** | **£** |

**Section 3: Actions undertaken by you to resolve the dispute at the time of the move out appointment with Pinnacle/DIO/SSFA MOD representative:**

|  |
| --- |
|  |

**Section 4: If you did not dispute the charges raised at the time of your move out appointment, state reasons for not doing so:**

|  |
| --- |
|  |

**Section 5: My reasons for dispute are as follows:**

|  |
| --- |
|  |
| **Date** |  | **Signature** |  |

**Section 6: Completion Declaration:**

|  |  |  |
| --- | --- | --- |
| **A.** | [ ]  | **I confirm that I am the named person in Section 1 completing and submitting this form.** |
| **Full Name** |  | **Date** |  |

|  |  |  |
| --- | --- | --- |
| **B.** | [ ]  | **I confirm that I have full permission to act on behalf of the named person in Section 1 on this form.** |
| **Full Name** |  | **Representative**  |  | **Date** |  |

On completion email to: The Pinnacle Customer Solutions Team,

email:customersolutions@pinnacleservice familes.co.uk

|  |
| --- |
| **Guidance notes**The following guidance should help you complete this form |
| **PART 1** **Section 1: To be completed by out-going occupant** |
| Service Number  | Enter the service number of out-going occupant   |
| Rank/Title  | Enter the Rank or Title of out-going occupant |
| Full Name  | Enter full first names and surname |
| Date of Move Out  | Enter the date of the move appointment ***NB: if you moved out of SFA/SSFA before the move out appointment please state clearly appointment date and move out date*** |
| SFA Address  | Enter full address including post code of the SFA/SSFA you are logging your dispute against |
| Forwarding Address  | Enter the address you wish all correspondence sent to regarding this dispute |
| Email Address  | Enter email address ***NB: all correspondence will be sent by email unless otherwise stated*** |
| Telephone Number  | Enter best contact telephone number to contact you on |
| **Section 2: Disputing the charges**  |
| Charge | Enter the description of each charge you are disputing e.g. Cooker Clean |
| Amount | Enter the amount of each charge you are disputing |
| Total  | Enter the total charges you are disputing  |
| **Section 3:** **Actions undertaken by you to resolve the dispute at move out appointment** |
| Enter what action you undertook to resolve the dispute with Pinnacle/DIO/SSFA MOD representative at your move out appointment. State who you liaised with e.g. Pinnacle/DIO/SSFA officer/representative/manager, Chain of Command, Welfare personnel. Please provide any evidence you may have to support your actions. |
| **Section 4: Reasons for not disputing your charge at the move out appointment** |
| Enter the reasons as to why you did not dispute the charges at the move out appointment with Pinnacle/DIO/SSFA MOD representative. |
| **Section 5: My reasons for dispute are as follows**  |
| Enter your reasons for disputing each charge, please provide any evidence you may have to support your dispute. |
| Signature  | This is your declaration to confirm that the information you are providing is accurate. If submitting forms via email a physical signature is not required, you should type your name in the signature block. Send the completed form to the Pinnacle Customer Solutions Team by email to: customersolutions@pinnacleservice familes.co.uk    |
| **Section 6: Completion Declaration** |
| Select Option A, you are completing this form as the named person in Section 1. Enter full name and date.Select Option B, you are representing the named person in Section 1 and are completing/submitting the form on their behalf and have their full permission. Enter full name, representative, i.e. Spouse, Partner, Unit Welfare Officer, Other (please state) and date. |
| **Privacy Notice:** In accordance with the DPA18 General Data Protection Regulation (GDPR), other than its nominated contractors, the MOD-DIO will not share your personal information with other external organisations. By signing this form, you agree to provide this information for use connected with this disputed charge claim – and that it is correct and accurate. Full information on GDPR compliance is available here when logged on to Defnet: <https://modgovuk.sharepoint.com/sites/defnet/DIO/Pages/Service-Family-Accommodation.aspx> |

|  |
| --- |
| **Annex A: Continuation Sheet****Part:** **Section:** |
| **Date** |  | **Signature** |  |