

FAQs - Changes to the UK SFA Complaints Process

What is changing in the complaints process?

We're simplifying the current three-stage complaints process into a new two-stage process for UK SFA. Stage 1 will remain the same, with greater assurance, however, the current Stage 2 and Stage 3 will be combined into a single, streamlined Stage 2. In addition, for complex cases, a panel, which includes an independent review, will provide more robust responses. These changes aim to make the process quicker and easier to navigate. The complaints process for UK SLA and Overseas accommodation will remain the same.

Why are these changes being made?

We've listened to feedback and recognise that the current process can sometimes feel lengthy and complex. By reducing the number of stages and providing the mechanism for an independent review, we aim to resolve complaints more quickly, whilst ensuring fairness and transparency.

When will the new process start?

The new process will take effect from **midnight on 1 October 2025**:

- Complaints raised **before 2359 hrs on 30 September 2025** will continue to follow the current three-stage process.
- Complaints raised **from 0000 hrs on 1 October 2025** will follow the new two-stage process.

Will this change affect complaints that are already in progress?

No. If you've already raised a complaint before **1 October 2025**, it will continue to be handled under the current three-stage process until it is resolved.

How will the new process work?

The new process will still begin with Stage 1, where complaints are raised and initially reviewed by our suppliers, with greater assurance provided by DIO. If the issue cannot be resolved at Stage 1, it can be escalated to Stage 2, which combines the current Stage 2 and Stage 3 into one single step. This means fewer stages and quicker resolutions.

Will the new process be fair?

We're committed to providing high standards of fairness and transparency; this is underpinned by the support and engagement of a range of key stakeholders including subject matter experts and Housing Colonels.

How long will it take to resolve a complaint under the new process?

The timescales for resolving a complaint are specified within JSP 464 and remain extant. Every complaint is different and time to resolve a complaint will be dependent upon the circumstances of each case. DIO will be undertaking more assurance of Stage 1 to ensure that any delays are

justifiable and are evidenced. Additionally, by combining the final two stages, we're reducing the time it takes to reach a resolution.

Where can I find more information about the new process?

[JSP 464: Tri-Service Accommodation Regulations](#)

What if I have questions or need help with a complaint?

If you have any questions or need support, our teams are here to help:

Stage 1 – [Complaints - Pinnacle Service Families](#)

Stage 2 – DIORDAccn-Complaints-Feedback@mod.gov.uk

Can I provide feedback on the new process?

We're always open to hearing feedback. While there won't be a formal feedback process for this change, you're welcome to share your experiences or feedback with us directly by emailing DIORDAccn-Complaints-Feedback@mod.gov.uk

Will this change affect how I raise a complaint?

No, the way you raise a complaint will remain the same. You'll still follow the same steps to submit your complaint at Stage 1.

What if I don't agree with the outcome of my complaint under the new process?

The new process will still include a robust review at Stage 2 to ensure fairness. Unfortunately, we may not always be able to provide a full resolution to a complaint, in such cases a full explanation will be provided as to why this has not been achieved. The new process has no impact on your right to raise a Service Complaint once the 2 Stage process has been completed.

Does this change apply to all families?

The new process applies to all families residing in Service Families Accommodation across the UK.