

**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.**

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| --- | --- | --- | --- | --- | --- |
| **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.**

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| **Charge** | **Amount**  **£** |
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| **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:**

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

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

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

**Section 6: Completion Declaration:**

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

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| --- | --- | --- | --- | --- | --- | --- | --- |
| **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

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| **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> | |

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