

CORRECT STAFFING ROUTE FOR INDIVIDUAL QUERIES AND COMPLAINTS

General Queries

The following information will help you identify the correct route to follow to resolve your query

If your query relates to a current or previous movement or storage application you should contact Agility GRMS by e-mail in the first instance quoting your unique UBM reference or service / staff number. Please direct your e-mail as per below:

Self Pack consignments, including Self Pack with Furniture – SPS@agility.com

House moves within the UK and to / from mainland Europe – UKRSFMS@agility.com

House moves to/from rest of world and storage – RSO@agility.com

Password Reset

If your query relates to an issue with your Agility password you should go to grms.agility.com and request a password reset. If you have difficulty with this reset then you should contact Agility GRMS by e-mail in the first instance quoting your service / staff number using the above referenced addresses.

Entitlement

If your query relates to eligibility for a move at public expense or volumetric entitlement then please read JSP 752, Chapter 7, Section 3 in the first instance

If your query is in relation to applying for the movement of a vehicle under contract or a retirement overseas contribution, and you have an entitlement as per JSP 752, Chapter 7, Section 3, you should read JSP 800, Vol 2, Edition 5, Part 5, Chapter 2. **Please note, the temporary fax number to which you should submit applications is 0117 956 9464, effective from Thu 11 Jan 2016 until further notice.**

Vehicle Movement

If your query relates to the movement of a vehicle under contract, for which you have submitted an application more than 10 days previous, please contact Agility GRMS in the first instance at RSO@agility.com quoting your service / staff number.

Retirement Overseas

If your query is in relation to a retirement overseas contribution, for which you have submitted an application more than 10 days previous, please contact Leidos GRMS on 01173 328 495

Transit Time

If your query relates to shipment transit times or items prohibited for carriage then please speak with Agility GRMS when they make initial contact with you

Excess baggage

If you are enquiring about Excess Baggage rates, please submit an e-mail to Guiderates@agility.com in the first instance

All other queries relating to entitlements should be directed to your local Unit Admin branch in the first instance, they will be able to advise the appropriate course of action

Reclamation Charges from the MoD

If your query relates to a removal charge raised by the MoD from your salary, you should contact your Front Line Command reclamation Officer through your chain of command. The MoD charge has not been raised by Agility or our suppliers.

GDPR Requests

Should you require any information on Agility's data protection policy or procedures, please feel free to contact the Data Protection Officer at:

GRMSGDPR@agility.com

Complaints

If you would like to make a complaint about the service provided by Agility or its suppliers, you may do so by completing the form 'Complaint form' on the welcome page of this website or by contacting Agility GRMS directly who can supply the 'Complaint form' to you electronically.

Correct Staffing Route for Individual Queries

