



# Ministry of Defence

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Defence Infrastructure Organisation  
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[www.gov.uk/DIO](http://www.gov.uk/DIO)

21 February 2017

Ref. FOI2017/01252

Dear

Thank you for your email of 24 January 2017 requesting the following information:

*"I would like to know why I am unable to submit a Stage 2 Complaint via email. I only have the option of sending it via normal mail, delaying the process further and does not allow any electronic record of submission which is convenient for DIO. When trying to do so the following reply is received "Emailed Stage 2 complaints will NOT be accepted or responded to." If you wish to submit your Stage 2 complaint, please write to us using the following address: DIO Customer Services Team, Swales Pavilion, RAF Wyton, Huntingdon, and Cambridgeshire PE28 2EA"*

And an additional email of 24 January 2017 stated:

*"In addition your own webpage states that Stage 2 Complaints can be logged online -*

*"Online: by completing the online stage 2 complaint form, which for security reasons is only available on the MOD Intranet. To access the form, copy and paste the following URL into your browser address bar when logged on to the Defence Intranet:""*

I am treating your correspondence as a request for information under the Freedom of Information Act 2000 (FOIA).

A search for the information has now been completed within the Ministry of Defence (MOD) and I can confirm that the information in scope of your request is held and I can advise that stage 2 complaints can be submitted via email, for security reasons this can only be done via the MOD intranet.

Under Section 16 of the Act (Advice and Assistance) you may find it helpful to note that for security reasons the online form is designed to work only on MOD systems. If you would like to further discuss any specific issues and concerns in relation to your stage 2 complaint please contact [DIOSec-Parli@mod.uk](mailto:DIOSec-Parli@mod.uk).

I recognise that the current arrangements are inconvenient for customers without access to MOD IT systems. These arrangements, however, are under review but this will not be concluded in time to enable your complaint to be handled under a new way of working.

If you are not satisfied with this response or you wish to complain about any aspect of the handling of your request, then you should contact me in the first instance. If informal resolution is not possible and you are still dissatisfied then you may apply for an independent internal review by contacting the Information Rights Compliance team, 2<sup>nd</sup> Floor, Zone N, MOD Main Building, Whitehall, SW1A 2HB (e-mail [CIO-FOI-IR@mod.uk](mailto:CIO-FOI-IR@mod.uk)). Please note that any request for an internal review must be made within 40 working days of the date on which the attempt to reach informal resolution has come to an end.

If you remain dissatisfied following an internal review, you may take your complaint to the Information Commissioner under the provisions of Section 50 of the Freedom of Information Act. Please note that the Information Commissioner will not investigate your case until the MOD internal review process has been completed. Further details of the role and powers of the Information Commissioner can be found on the Commissioner's website, <http://www.ico.org.uk>.

Yours sincerely,

DIO Secretariat