



**Ministry
of Defence**

Secretariat
Defence Infrastructure Organisation
Kingston Road
Sutton Coldfield
B75 7RL

E-mail: diosec-parli@mod.uk
www.gov.uk/DIO

Ref. 00427

February 2015

Dear

Thank you for your email of 6 January 2015, requesting the following information:

"A copy of the DIO Complaints Procedure

A copy of all file notes taken from my SFA property, since I took residence on 29.07.14.

*A copy of all the call recordings made from my landline and my mobile
and my wife's mobile*

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, and I can confirm that some information, in scope of your request is held.

Please find attached a copy of the DIO Complaints procedure and a copy of all file notes taken from your SFA property since 29 July 2014.

Section 40(2) has been applied to some of the information in order to protect personal information as governed by the Data Protection Act 1998. Section 40 is an absolute exemption and there is therefore no requirement to consider the public interest in making a decision to withhold the information.

From the context of your email, I have interpreted your request for call recordings to be limited to phone calls to the Defence Infrastructure Organisation (DIO) only.

A search has now been made and I can confirm that this information is not held in the format requested.

You may wish to know that all calls made to the accommodation helpdesk are recorded, however the technical limitations of the helpdesk system mean that it is not possible to export calls in a format enabling them to be listened to elsewhere.

As per my previous email, I can confirm that Points 1,2,4,5,7,8,9 of your email will be dealt with by the Accommodation Complaints Team and that your Subject Access Request for information under the Data Protection Act is been dealt with by the Department.

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, 1st Floor,** MOD Main Building, Whitehall, SW1A 2HB (e-mail 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.gov.uk>.

Yours sincerely,

DIO Parliamentary Team

DEFENCE INSTRUCTIONS AND NOTICES
(Not to be communicated to anyone outside HM Service without authority)

Title: Independent Housing Review Panel
Audience: All MOD Personnel
Applies: Effective from 1 June 2007
Expires: Until Replaced
Reference: 2007DIN02-162
Released: June 2007
Channel: 02 - Personnel
Content: Independent Housing Review Panel established, with effect from 1 June 2007, to investigate complaints relating to the delivery of Service Family Accommodation.
Sponsor: D SP Pol AFW
Contact: C2 Living Accommodation 2 MOD Main Building,

Background.

1. Amongst the recommendations arising from the National Audit Office's 2005 report into the delivery of housing services to the Services overseas, it was recommended that a publicised complaints procedure be set up. The report noted variations in the complaints processes used and the lack of independence. To address these issues, the Overseas Housing Working Group, reporting to the Defence Housing Joint Customer Board, developed a complaints procedure for use by the occupants of Service Family Accommodation (SFA) and Substitute Service Family Accommodation (SSFA). The in-house procedure, developed in liaison with the Service housing providers and at no cost, is harmonised for use in GB and overseas but recognises essential variations extant in the 3 main overseas areas (Germany, Cyprus and Gibraltar). Should an occupant fail to receive a satisfactory response to a complaint, in the final stages the complaint will be reviewed by an independent panel. The engagement of external housing expertise was investigated but the agreed solution, utilising the policy staff's position independent of the housing providers, offers in-house resolution at no cost.

Implementation.

2. With effect 1 June 2007, a 3-member Independent Housing Review Panel (IHRP) is established and is comprised as follows:

Chair (SP Pol Representative)
Housing Provider's Representative
Housing Colonel of the Service of the complainant

3. D SP Pol AFW will be responsible for the secretariat function and provide support for the Chairman and Panel. Unless the circumstances dictate otherwise, the Panel will conduct its business by e-mail and will normally convene at OF-5 level. The Panel will not review complaints pre-dating its establishment.

4. A review by the IHRP will be initiated by the complainant writing to the Panel Chair, via the secretariat, to request an independent review of his or her complaint and stating what restorative action is sought. This request will only be accepted if the complaint¹ has been reviewed at all the earlier stages of the process. The review will be evidence-based and the Secretary will forward that evidence to each member of the Panel to consider.

¹ Complaints covered by this procedure may involve:

Impolite or unhelpful staff or contractors, failure to achieve repairs/works services in a target time, unfair or inconsistent interpretation of housing policies, failure to meet legal responsibilities/contractual obligations, a decision made that affects the occupant in an adverse way and could reasonably have been foreseen, or a failure to complete an agreed task. Complaints must involve an action (or inaction) on the part of the Housing Provider, vice, say, disputed casework or unresolved issues between SFA occupants.

The evidence will comprise the original letter of complaint (and any subsequent relating to the same issue), the associated paperwork from the 2 earlier stages of the complaints process (as illustrated in the table at Annex A) and any pertinent technical comment or advice from SP Pol. The complainant will be advised that the Panel is to review his/her complaint and that he/she should expect to receive the result of the review within 15 working days. Where this is not possible a holding response will be sent outlining the reasons for the delay.

5. In reviewing the evidence, the Panel members will consider whether extant procedures had been followed, whether there was an error of process or human error leading to the situation prompting the complaint, whether the complaint is justified or frivolous and whether earlier responses to the complainant had satisfactorily tried to address the problem/situation highlighted. The Housing Provider's representative will, in addition, provide the Chair (and the other panel member) with any information relevant to the supply or delivery of housing, particular to the locality in which the complainant resides. Panel members will submit their findings to the Chair who, after due consideration, will forward the Panel's majority decision and recommendations to the complainant and the Housing Provider; its decision is binding on both². Likewise, where accommodation is provided via a contractor (SSFA or PFI) the decision is similarly binding unless in contravention of the pertinent contract.

Conclusion.

6. The process outlined above adds an overarching layer of governance and independence to a unified complaints procedure and has been incorporated in the soon to be published 'A Guide to Living in Service Accommodation' that will be issued to all SFA and SSFA occupants.

Further Information.

7. SP Pol AFW – C2 Living Accommodation 2 on Main Building

² If it is within the remit of the Housing Provider (or its contractors acting within the terms of the contract) to address a problem it is obliged to do so should the Panel so rule. If the complaint is not upheld by the Panel the Housing Provider will not be required to accept and respond to further correspondence on that complaint. Although, an individual's right to seek redress through the Chain of Command remains unaffected it is to be expected that it will be informed to a greater or lesser extent by the Panel's investigation.

COMPLAINTS PROCESS CHART

Stage	DE Operations Housing ¹	NI	Germany ²	Cyprus ³	Gibraltar
1 (A)	<p>Formal Complaint to the Housing Centre (HIC) (tel/rt/ email/fax) complaint will be recorded and allocated a reference number. This stage is split into 2 levels:</p> <p>Level 1: Telephone Complaint. Licence holder contacts the HIC. Caller informed of a point of contact.</p> <p>The HIC will endeavour to resolve the problem and notify the result in writing within 10 working days.</p> <p>(Level 1 is bypassed if you go straight to letter, email or fax.)</p>	<p>Formal Complaint to Housing Provider (tel/rt/ email/fax) complaint will be recorded and allocated a serial number. This stage is split into 2 levels:</p> <p>Level 1: Telephone Complaint. Licence holder attempts to resolve the initial complaint through the Housing Manager.</p> <p>Who will endeavour to resolve the problem and respond in writing within 10 working days.</p> <p>(Level 1 is bypassed if you go straight to letter, email or fax.)</p>	<p>Formal Complaint to Housing Provider (tel/rt/ email/fax) complaint will be recorded and allocated a serial number. This stage is split into 2 levels:</p> <p>Level 1: Telephone/Written Complaint. Licence holder attempts to resolve the initial complaint by writing or calling the HICSO. Acknowledgement letter sent to complainant.</p> <p>HICSO will endeavour to resolve the problem and respond in writing within 10 working days. The response will include the appointment and address of the next level should the complainant wish to take it further.</p> <p>If the complaint needs to be referred to the Garrison Staff the complainant is to be advised of this and the new point of contact. Response still required within the original 10 working days.</p>	<p>Formal Complaint to Housing Provider (tel/rt/ email/fax) complaint will be recorded and allocated a serial number. This stage is split into 2 levels:</p> <p>Level 1: Telephone/Written Complaint. Licence holder attempts to resolve the initial complaint by writing or calling the following: OC EMS (Akrotiri) UWO (Ayios Nikolaos) SSO SU (Episkopi) SSO SU (Dhekelia) ZIC (Troodos)</p> <p>Who will endeavour to resolve the problem and respond in writing within 10 working days.</p>	<p>Formal Complaint to Housing Provider (tel/rt/ email/fax) complaint will be recorded and allocated a serial number. This stage is split into 2 levels:</p> <p>Level 1: Telephone Complaint. Licence holder attempts to resolve the initial complaint through the Families Housing Manager.</p> <p>Who will endeavour to resolve the problem and respond in writing within 10 working days.</p>

<p>1 (B)</p> <p>Level 2 Written Complaint. If the response is not acceptable to the complainant, the complaint is to be forwarded in writing (letter/email/fax) to the HIC. Who will endeavour to resolve the problem and respond in writing within 10 working days. All complaints initially referred to Contractors (MHS, RPC, PFI and HGR Group) under their own Complaints Procedure are considered to be a Stage 1 complaint.</p>	<p>Level 2 Written Complaint. If the licence-holder is dissatisfied with the response, he/she should write a formal complaint to their Commanding Officer. Who will endeavour to resolve the problem and respond in writing within 10 working days.</p>	<p>Level 2 Written Complaint. If the licence-holder is dissatisfied with the HCSO response, he/she should write a formal complaint to the Deputy Garrison Commander and include a copy of the earlier response. The Garrison HQ is to acknowledge receipt of the complaint, which is then to be reviewed by the Gar Housing Review Panel (GHRP). The complainant is to be advised of its findings, in writing, within 10 working days of receipt of the complaint.</p>	<p>Level 2 Written Complaint. If the licence-holder is dissatisfied with the response, he/she should write a formal complaint to their Commanding Officer. Who will endeavour to resolve the problem and respond in writing within 10 working days?</p>	<p>Level 2 Written Complaint. If the licence-holder is dissatisfied with the response, he/she should write a formal complaint to their Commanding Officer. Who will endeavour to resolve the problem and respond in writing within 10 working days.</p>
<p>2</p> <p>Formal Complaint to Director of Operations/Housing (D Ops Housing). If complainant is dissatisfied with the HIC's/Contractor's response, he/she can request the complaint is passed to D Ops Housing. D Ops Housing will have the complaint reviewed and decide if the Stage 1 response was correct. He may, at this point, invite the Assistant Director Housing (N or S) to respond on his behalf within 10 working days. Should D Ops Housing consider that the case is of such a sensitive nature or that the response may elicit further action, exceptionally Chief Executive DE will review the decision.</p>	<p>Formal Complaint to Higher Service Authority. If the complainant is dissatisfied with the Commanding Officer's response, he/she can write to: HQ N-G1 SO2 Who will endeavour to resolve the problem and respond in writing within 10 working days.</p>	<p>Formal Complaint to Higher Service Authority. If the complainant is dissatisfied with the GHRP response, he/she can write to: UKSC(S) SO2 G1 PS including copies of all previous correspondence. The complaint will be reviewed by the Command Housing Review Panel (CHRP) and the complainant advised of its findings, in writing, within 10 working days of receipt of the complaint.</p>	<p>Formal Complaint to Higher Service Authority. If the complainant is dissatisfied with the Station Commander's response, he/she can write to: Comd Ops Support HQ BFC Ediskopi BEPO 53 Who will endeavour to resolve the problem and respond in writing within 10 working days.</p>	<p>Formal Complaint to Higher Service Authority. If the complainant is dissatisfied with the Commanding Officer's response, he/she can request that the complaint is referred to: J1 Branch HQ BFGIP Who will endeavour to resolve the problem and respond in writing within 10 working days.</p>

3	<p>Formal Complaint to Independent Housing Review Panel</p> <p>Complaint referred to group of Housing Management experts including some drawn from outside Housing Providers and a member of the Complainant's Service. May be reviewed by each member independently and findings passed to Panel Chair who will respond to complainant within 15 working days.</p>	<p>Formal Complaint to Independent Housing Review Panel</p> <p>Complaint referred to group of Housing Management experts including some drawn from outside Housing Provider's organisation and a member of the Complainant's Service. May be reviewed independently by each member and findings passed to Panel Chair who will respond to complainant within 15 working days.</p>	<p>Formal Complaint to Independent Housing Review Panel</p> <p>Complaint referred to group of Housing Management experts including some drawn from outside Housing Provider's organisation and a member of the Complainant's Service. May be reviewed independently by each member and findings passed to Panel Chair who will respond to complainant within 15 working days.</p>	<p>Formal Complaint to Independent Housing Review Panel</p> <p>Complaint referred to group of Housing Management experts including some drawn from outside Housing Provider's organisation and a member of the Complainant's Service. May be reviewed independently by each member and findings passed to Panel Chair who will respond to complainant within 15 working days.</p>	<p>Formal Complaint to Independent Housing Review Panel</p> <p>Complaint referred to group of Housing Management experts including some drawn from outside Housing Provider's organisation and a member of the Complainant's Service. May be reviewed independently by each member and findings passed to Panel Chair who will respond to complainant within 15 working days.</p>
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Notes – Location Specific:

- Complaints in GB involving Contractors, (Modern Housing Solutions (MHS), Regional Prime Contractor (RPC), Private Finance Initiative (PFI) and HCR) are to be dealt with using their complaints procedures in the first instance and will equate to Stage 1 in the above process. Referral to DE Ops Housing (as the de facto Housing Provider) will occur if resolution is not achieved and initiate Stage 2 of the process.
- Complaints in Germany involving repairs are referred initially to Defence Estates (Europe) (DE(E)). Referral to the TLB as the Housing Provider will occur if resolution is not achieved and commence at Stage 1(B).
- Separate procedures exist for complaints specifically about repairs.

Notes - General:

- At each Stage/Level the complaint is to be recorded, receipt acknowledged in writing and a point of contact identified.
- At each Stage/Level, where it is felt that a resolution may be so achieved, a meeting with the complainant is to be offered.
- The above procedures do not preclude Service personnel from submitting a redress of grievance should matters not be resolved to their satisfaction.

OrderNo	Description	JobType	DateRec	FFPDate	Status	OrderNotes
HPC01/2503-0607	Liberty Gas Group 2141-0604Cut out air separat	RESP	20/01/2015		FFP	Liberty Gas Group 2141-0604Cut out air separator to combine cold feed open vent 20/01/2015 01
HPC01/8429-0606	HE - Gas Leak	RESP	17/01/2015		FFP	Gas leak at property, stronger smell downstairs around boiler, upstairs in the airing cupboard HE - Gas Leak 17/01/2015 01 mould clean treat and seal all mould in main bedroom wall where own self built wardrobe was and on ceiling over basin check condition of roof felt on rear elevation over main bedroom and repair as
HPC01/5842-0606	mould clean treat and seal all mould in main bed	RESP	15/01/2015		OPEN	Lead Assist mould clean treat and seal all mould in main bedroom wall where own self built wardrobe was and on ceiling over basin check condition of roof felt on rear elevation ove ** PLEASE CALL TRY TO CALL BOTH NUMBERS / **thermister reqplumbs havantin stock 13/01 order ref: 547257 09/01/2015 02
HPC01/5848-0606	mould clean treat and seal all mould in main bed	RESP	15/01/2015		OPEN	no heating to property 2 x radiators also never heat up, please assess- -please contact customer with eta on parts and repair 29/12/2014 29/12/2014 30/12/2014
HPC01/2141-0604	Heating Engineer	RESP	31/12/2014		FFP	Survey: Tech officer survey needed - mould problem in whole of house. lots of damp patches, paint is flaking off walls 29/12/2014
HPC01/0544-0604	no heating to property	RESP	29/12/2014		FFP	
HPC01/0559-0604	mould problem	RESP	29/12/2014	12/01/2015	FC	

ELAD TO ASSIST WITH

HPC01/0567-0604 2 x security lights

RESP 29/12/2014 FFP

LADDERS security light doesn't work by side entrance, security light at back of property needs re-positioning as there are steps leading from house that customer has
 Customer unavailable after school runTo be attended with 4013-490 OCCUPANT STATES PIPES RATTLE WHEN HEATING IS ON - TO BE ATTEND WITH 16/12/2014
 18/12/2014 18/12/2014

HPC01/4161-0602 To be attended with 4013-490

RESP 15/12/2014 FFP

Mpe
 Boiler not working, no immersion EMCO
 05/12/2014

HPC01/0959-0601 EMCO

RESP 05/12/2014 FFP

Shower not pumping hot water to the shower
 05/12/2014

HPC01/1153-0601 Shower

RESP 05/12/2014 FFP

HPC01/4003-0490 upliff carpet on landing, lift floor boards, secur

RESP 20/11/2014 FFP

upliff carpet on landing, lift floor boards, secure loose pipes that are causing continue noise - rea233 x 2 20/11/2014
 Please attend alongside HE,
 upliff carpet on landing, lift floor boards, secure loose pipes that are causing continue noise rea386 x 1 - rea105 x 2 - clean treat and s

HPC01/4013-0490 upliff carpet on landing, lift floor boards, secur

RESP 20/11/2014 FFP

Occupant is available SR AM Please attend between 9.30 and 12Survey: Assess reasons for damp mould and raise follow on work as required. that she has a three year old child who has

HPC01/2402-0488 Surveyor

RESP 05/11/2014 20/11/2014 FC

Survey: Tech officer survey needed Survey request SURVEY REQUIRED TO ASSESS TURFING IN GARDEN. PLEASE CALL TO ARRANGE APPT WITH OCC. 13/10/2014

HPC01/7843-0484 Survey request

RESP 13/10/2014 31/10/2014 FC

HPC01/9444-0484	leak	FRWK	13/10/2014	23/10/2014	FC
HPC01/6153-0484	To rake out loose mortar and repoint chimney.	RESP	10/10/2014	01/11/2014	FC
HPC01/0074-0484	Heating Engineer	RESP	07/10/2014	14/10/2014	FC
HPC01/0096-0484	Heating engineer	RESP	07/10/2014	14/10/2014	FC
HPC01/4208-0482	Re: Repairs to chimney at	RESP	26/09/2014	24/10/2014	FC
HPC01/5743-0478	Fit blind to property, no detail of where the blind	INWO	01/09/2014	17/09/2014	FC
HPC01/2427-0477	Supply blind	CURT	22/08/2014	22/09/2014	FC
HPC01/2471-0476	INWO	INWO	15/08/2014		OPEN
HPC01/0659-0476	roof leaking through to bedroom when it rains	FRWK	14/08/2014	05/09/2014	FC
HPC01/0671-0476	overflow outside leaking cold water	FRWK	14/08/2014	26/08/2014	FC

***please call ahead when on route 30 mins before arrival for access,

Waste trap: Renew and reseal joint, basin sink leak 13/10/2014
 13/10/2014
 To rake out loose mortar and repoint chimney. 10/10/2014

Radiators not heating up correctly, attend and rectify Heating Engineer 07/10/2014
 Boiler not working. Making very loud sound Heating engineer 07/10/2014.
 Re: Repairs to chimney at

We thank you for your enquiry and have pleasure in submitting our quotation as follows To erect and dismantle on completion independent scaffold t

Fit blind to property, no detail of where the blind is to be fitted has been supplied by DIO 01/09/2014
 Supply blind 22/08/2014

Survey: Tech officer survey needed INWO - PLEASE REPLACE SIDE GATE WITH A TALLER GATE. CHILDREN GETTING OUT AS REQUESTED BY ON TECH SURVEY 7549-0474 15/08/2014

Roof slates missing, loose or broken causing minor leak roof leaking through to bedroom when it rains 14/08/2014
 Cistern overflow: running to outside of property overflow outside leaking cold water 14/08/2014

HPC01/2269-0475 Electrician :

INWO 08/08/2014 21/10/2014 FC

I want the engineer notes to stipulate the order must be completed, no going to parts/Further work etc. This job was quoted by so you are aware of parts required presumably 2 HOURS ON Q

HPC01/2305-0475 joiner :

FRWK 08/08/2014 23/09/2014 FC

joiner : BATHROOM WINDOW WONT LOCK, HANDLE STUCK IN OPEN POSITION , BACK DOOR UPVC LATCH HAS BROKEN ON THEIS DOOR IS LEFT OPENexternal door: Plastic/UPVC: Repair damaged door and leave functional u

HPC01/2590-0475 electrician :

RESP 08/08/2014 17/09/2014 FC

electrician : TV ARIEL POOR RECEPTIONInternal aerial - poor reception, customer has checked connections of aerial cable 08/08/2014
Survey: Tech officer survey needed Surveyor- GATE IS TOO SMALL, CHIKLDREN AND GET OUT, CHILDREN CAN GET ONTO MAIN ROAD 05/08/2014 05/08/2014

HPC01/7549-0474 Surveyor

RESP 05/08/2014 20/08/2014 FC

ADN TO ATTEND

HPC01/0953-0474 rebed ridge roof tile rea080 x 1 these works are

FRWK 31/07/2014 06/08/2014 FC

TOGETHER - THANK YOU rebed ridge roof tile rea080 x 1 these works are expected to be carried out to tomorrow and are subject to permit to work procedure for roof works

PlannedOrderNo PlannedRBD PlannedStatus

HPC01/2503-0607 10/02/2015 FFP

HPC01/8429-0606 17/01/2015 FFP

HPC01/5842-0606 05/02/2015 OPEN

HPC01/5848-0606 12/02/2015 OPEN

HPC01/2141-0604 22/01/2015 FFP

HPC01/0544-0604 30/12/2014 FFP

HPC01/0559-0604 27/01/2015 FC

HPC01/0567-0604 06/01/2015 FFP

HPC01/4161-0602 08/01/2015 FFP

HPC01/0959-0601 06/12/2014 FFP

HPC01/1153-0601 30/12/2014 FFP

HPC01/4003-0490 11/12/2014 FFP

HPC01/4013-0490 11/12/2014 FFP

HPC01/2402-0488 26/11/2014 FC

HPC01/7843-0484 03/11/2014 FC

HPC01/9444-0484	20/10/2014 FC
HPC01/6153-0484	31/10/2014 FC
HPC01/0074-0484	28/10/2014 FC
HPC01/0096-0484	28/10/2014 FC
HPC01/4208-0482	17/10/2014 FC
HPC01/5743-0478	11/10/2014 FC
HPC01/2427-0477	01/10/2014 FC
HPC01/2471-0476	24/09/2014 OPEN
HPC01/0659-0476	21/08/2014 FC
HPC01/0671-0476	21/08/2014 FC

HPC01/2269-0475 17/09/2014 FC

HPC01/2305-0475 15/08/2014 FC

HPC01/2590-0475 01/09/2014 FC

HPC01/7549-0474 27/08/2014 FC

HPC01/0953-0474 21/08/2014 FC