



# Ministry of Defence

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[REDACTED]

EMAIL ONLY: [REDACTED]

24 July 2017

Ref. FOI2017/06105/06106/06107

Dear [REDACTED]

Thank you for your emails of 26 June 2017 requesting the following information:

*"Under the Freedom of Information Act, I request the number of complaints received related to soldier's accommodation in Scotland in each year since 2010, and whether these complaints were upheld."*

*"Under the Freedom of Information Act, I request a breakdown of complaints about soldier's accommodation in Scotland, by nature of complaint, for each year since 2010"*

*"Under the Freedom of Information Act, I request information on the cost to the MoD of dealing with complaints over soldier's accommodation, for each year since 2010."*

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 some information in scope of your request is held.

The information you have requested for items 1 and 2 for since 2015 can be found below:

Count of Complaint ID				
Row Labels	2015	2016	2017	Grand Total
Accommodation Officer		1		1
Allocations	1	15	5	21
Application process		11	1	12
Appointment	12	54	13	79
Awaiting approval	1	1		2
CAAS Challenge	1	4		5
Charges (including damage charges)		1		1
Cleaning		6		6
Communication	13	45	17	75
Compensation	3	35	9	47
Compensation Claim	2			2

Complaints Process			1	1
Compliment		1		1
Customer Expectations			4	4
Duration	17	82	3	102
Duration (Customer Expectations)		4		4
Follow on works	9	54	30	93
Furniture / DAS	2	6	1	9
Garages	1	1		2
Helpdesk	4	10	1	15
In Occupancy activity		3	2	5
JPA administration	2	17	4	23
Missed appointment	13	49	16	78
Move In	4	25	8	37
Move Out		5	1	6
Multiple visits	5	19	5	29
Operative	6	12	3	21
OS helpdesk	1			1
Other		10	1	11
Parts		11	3	14
Priority		5	4	9
Remedial Works		1		1
Third Party (inc Aquatrine)		2	2	4
Utilities	2	1	1	4
Workmanship	2	26	15	43
<b>Grand Total</b>	<b>101</b>	<b>517</b>	<b>150</b>	<b>768</b>

For item 3 no information is held.

Under Section 16 of the Act (Advice and Assistance) you may find it helpful to note that CarillionAmey repairs and maintains Service Family Accommodation on behalf of the MOD's Defence Infrastructure Organisation (DIO). The contract with CarillionAmey became effective on 1 November 2014 for Scotland. The information you have requested is not held prior to 2015. The cost of dealing with complaints cannot be provided as it will form part of the core services provided within the contract and is not broken down into this detail.

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, Ground Floor, 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

