



Ministry  
of Defence

Secretariat  
Defence Infrastructure Organisation  
Kingston Road  
Sutton Coldfield  
B75 7RL

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

[REDACTED]  
[REDACTED]  
28 June 2018

Ref. FOI 2018/07282

Dear [REDACTED],

Thank you for your email of 1 June 2018 requesting the following information:

*"Dear Defence Infrastructure Organisation, I'm wondering who DIO are answerable to?"*

*Is there an oversight committee or ombudsman to ensure no discrimination or that DIO don't disadvantage families with specific requests or specific reasons for a request.*

*I can only find information stating that DIO make the rules about housing and it's almost impossible for a serving member to speak with DIO regards any issue. They're redirected to CarillionAmey!*

*Id like to know what DIO have in place for those with disabled family members and who they can complain to if they feel they're being discriminated against or disadvantaged.  
i.e. allowances for moving to a different house in order that the family can make sure any disabled members are safe and receiving the right services and or education.*

*Also time frames for particular repairs taking into consideration any disabled family members, what their needs are and how the time frames will impact on their standard of living.*

*I'd like to know who serving members families can go to above DIO if they feel they're being misled or discriminated against."*

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 all the information in scope of your request is held.

The information you have requested can be found enclosed, below:

- 1) *Is there an oversight committee or ombudsman to ensure no discrimination or that DIO don't disadvantage families with specific requests or specific reasons for a request.*

Issues of this nature are dealt with through the Defence Infrastructure Organisation (DIO) accommodation complaints procedure, which can be found via the following link:  
<http://housing.carillionamey.co.uk/advice-support/guides-and-resources/complaints-section/>.

- 2) *I can only find information stating that DIO make the rules about housing and it's almost impossible for a serving member to speak with DIO regards any issue. They're redirected to CarillionAmey!*

In the event of an emerging issue, an occupant can contact their local Accommodation Officer or DIO regional office. If they remain dissatisfied the occupant should raise a stage 1 Complaint. In the first place, this will be dealt with by CarillionAmey. If the occupant remains dissatisfied the complaint can be escalated to stages 2 and, if necessary, stage 3. Stage 2 will be dealt with by DIO and stage 3 will be dealt with by the accommodation complaints review panel which is external to DIO.

- 3) *Id like to know what DIO have in place for those with disabled family members and who they can complain to if they feel they're being discriminated against or disadvantaged. i.e. allowances for moving to a different house in order that the family can make sure any disabled members are safe and receiving the right services and or education.*

All complaints should be dealt with through the complaints process outlined above in question 1.

- 4) *Also time frames for particular repairs taking into consideration any disabled family members, what their needs are and how the time frames will impact on their standard of living.*

The National Housing Prime (NHP) contract contains a series of priority driven response times against which CarillionAmey are expected to deliver, which can be found via the following link; <http://housing.carillionamey.co.uk/repairs-maintenance/when-will-my-repair-be-done/>. However, a repair may be given a higher priority if the NHP Helpdesk is informed that a vulnerable person resides within the SFA.

- 5) *I'd like to know who serving members families can go to above DIO if they feel they're being misled or discriminated against."*

As above, complaints of this nature are dealt with through the complaints process. There are three stages to the complaints procedure which is outline at question 1, stage 3 is completed by the accommodation complaints review panel which is external to DIO.

If you have any queries regarding the content of this letter, please contact this office in the first instance.

If you wish to complain about the handling of your request, or the content of this response, you can request 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.gov.uk](mailto:CIO-FOI-IR@mod.gov.uk)). Please note that any request for an internal review should be made in writing within 40 working days of the date of this response.

If you remain dissatisfied following an internal review, you may raise your complaint directly to the Information Commissioner under the provisions of Section 50 of the Freedom of Information Act. Please note that the Information Commissioner will not normally investigate your case until the MOD internal review process has been completed. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Further details of the role and powers of the Information Commissioner can be found on the Commissioner's website at <https://ico.org.uk/>.

Yours sincerely,

DIO Secretariat