



# Ministry of Defence

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19 September 2018

Ref. FOI 2018/10838

Dear [REDACTED]

Thank you for your email of 22 August 2018 requesting the following information:

- “1. For the period of Aug 14 – Aug 18, how many complaints have been raised against CarillionAmey by service personnel living in Service Families Accommodation at Duke of Gloucester Barracks, South Cerney and its local SFA housing at Trenchard Gardens.
2. For the period of Aug 14 – Aug 18, how many complaints have been raised against the CarillionAmey Housing/ Accommodation Officer, responsible for the management of SFA at Duke of Gloucester Barracks, South Cerney and its local SFA housing at Trenchard Gardens.”

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.

1. 106 complaints were raised against CarillionAmey regarding SFA in South Cerney since October 2014, which is when the CarillionAmey contract began.
2. 1 complaint has been received regarding an Accommodation Officer in South Cerney since October 2014, which is when the CarillionAmey contract began.

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