



Ministry of Defence

Secretariat
Defence Infrastructure Organisation
Kingston Road
Sutton Coldfield
B75 7RL

E-mail: diosec-parli@mod.gov.uk

www.gov.uk/DIO

██████████
██
██

Ref. FOI 2019/11495

29 October 2019

Dear ██████████,

Thank you for your email of 3 October 2019 requesting the following information:

"Under the FOI Act you can provide me with the number of recorded complaints by month received since Mears Group PLC took over the DIO contract (which I believe to be around Apr 2017), and the nature/type or category depending on your recording process."

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 attached at Annex A.

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). 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

Sum of Total	Column Labels	Delay In Housing	Poor Service	Property Location	Property Standard	Repairs	Grand Total
Row Labels	Communication	Delay In Housing	Poor Service	Property Location	Property Standard	Repairs	Grand Total
2016							
Apr	3	3	2	0	0	0	8
May	5	11	2	0	4	0	22
Jun	0	4	1	1	0	0	6
Jul	0	1	3	0	2	2	8
Aug	5	5	5	0	1	1	17
Sep	4	1	2	0	4	1	12
Oct	0	2	4	1	9	1	17
Nov	1	1	4	1	5	1	13
Dec	0	0	0	1	1	0	2
2017							
Jan	0	1	1	0	0	3	5
Feb	0	0	2	0	2	2	6
Mar	0	0	2	0	0	1	3
Apr	0	0	4	0	1	3	8
May	0	0	1	1	0	1	3
Jun	1	0	0	2	0	2	5
Jul	0	1	4	1	3	0	9
Aug	2	1	7	4	0	4	18
Sep	0	5	4	3	1	1	14
Oct	2	1	6	0	2	1	12
Nov	1	0	0	0	3	4	8
Dec	0	0	0	0	2	0	2
2018							
Jan	0	0	1	0	2	1	4

Feb	0	0	1	1	4	1	7
Mar	0	0	1	0	0	1	2
Apr	2	0	0	0	0	2	4
May	1	0	1	1	3	0	6
Jun	2	1	1	1	2	1	8
Jul	0	0	0	0	3	1	4
Aug	0	0	3	0	0	0	3
Sep	0	0	2	1	2	3	8
Oct	0	1	3	1	3	0	8
Nov	0	0	1	0	1	1	3
Dec	0	0	0	0	2	1	3
2019							
Jan	0	0	2	0	1	1	4
Feb	0	0	1	1	2	0	4
Mar	0	0	2	0	2	0	4
Apr	0	0	1	1	1	0	3
May	0	0	1	0	1	0	2
Jun	0	0	2	1	0	0	3
Jul	0	4	3	1	0	1	9
Aug	1	2	0	0	1	1	5
Sep	0	2	3	1	3	0	9
Oct							
Grand Total	30	47	83	25	73	43	301