



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]
2 October 2019

Ref. FOI 2019/10590

Dear [REDACTED]

Thank you for your email of 10 September 2019 requesting the following information:

"I hereby request the following recordings of phone calls (free of charge) in relation to ref32452231. MP3 recordings of those calls sent to this email will be greatly appreciated.

Date 29JUL19

Time Circa 11:13

Phone Number Received from [REDACTED]

Date 30JUL19

Time Circa 12:45-13:30 (Not sure of time).

This is in relation to an ongoing claim which has been going on for over a month, and therefore a swift response would be appreciated."

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 has been converted into a transcript and can be found attached in Annexes A - E. Some of the information falls entirely within the scope of the absolute exemptions provided for at sections 40 (Personal Data) and has been redacted.

Section 40(2) has been applied to some of the information in order to protect personal information as governed by the General Data Protection Regulation and Data Protection Act 2018. 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.

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

Telephone transcript: Call 1

Reference: 1 6719025440537782074 1 46

Call Handler: Hi, you're through to [REDACTED] at Amey

Caller: Hi [REDACTED], my name is [REDACTED]

Call Handler: Hi

Caller: My name's [REDACTED], I've just moved into erm [REDACTED] (muffled sound)... number [REDACTED]
[REDACTED]

Call Handler: erm.. you were breaking up there... [REDACTED]

Caller: [REDACTED]

Call Handler: [REDACTED]?

Caller: Yes, it's [REDACTED]

Call Handler: yeah, and what is the door number?

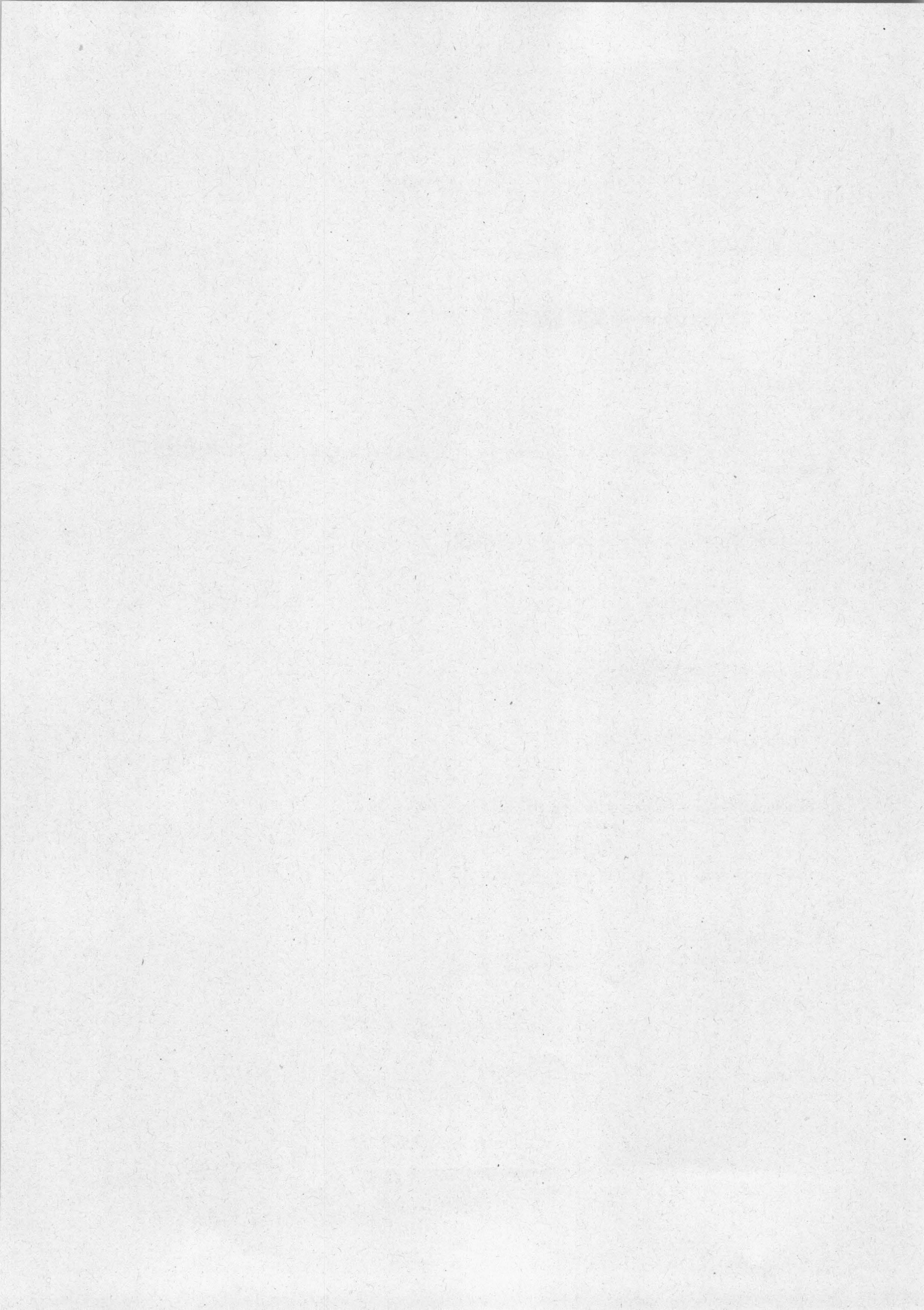
Caller: me and my wife (muffled speech) [REDACTED], yeah that's

Call Handler: hello?

Caller: [REDACTED], me and my wife

Call Handler: Sorry?

CALL TERMINATED: 00.23 SECONDS



Telephone transcript: Call 2

Reference: 2 6719025659581114219 1 46

Call Handler: Hello Amey [REDACTED] speaking how can I help?

Caller: hello sorry can you hear me ok?

Call Handler: Yeah I can yes yeah

Caller: yes that com... come... erm, I just moved into [REDACTED]

Call Handler: yes

Caller: [REDACTED]

Call Handler: yes

Caller: and number [REDACTED], that is in [REDACTED]

Call Handler: [REDACTED]

Caller: err [REDACTED] for [REDACTED]

Call Handler: ok

Caller: that's [REDACTED] for [REDACTED] and that's number [REDACTED]

Call Handler: ok, how can I help?

Caller: erm, the shaver unit doesn't seem to be working, I think that the bathroom has been redone recently, probably in (loss of sound) erm the shower, the shaving unit doesn't seem to be working I'm not sure if it's just the light or light excluder, I don't have any way of testing it

Call Handler: So have you got no lights or no power to the property?

Caller: oh no there is, it's just the shaver unit in the bathroom

Call Handler: So the showers not working? And the lights are not working?

Caller: No, shaver unit not shower, not shower

Call Handler: oh sorry, sorry (both laugh) ok, What's your surname please?

Caller: Its [REDACTED], [REDACTED]

Call Handler: I thought you were saying the consumer unit

Caller: No, no no

Call Handler: Shaver, the shaver light, OK

Caller: The shaver unit yeah, I'm not sure if (pause) if it's not working or if it's just the bulb

Call Handler: is that a fluorescent tube?

Caller: I'm not sure what type it is to be honest, err, there was a (muffled speech) err sorry, I'm sorry, can you still hear me now?

Call Handler: Yeah yeah

Caller: let me just, err, So it's a e-bright 6watt LED light I think

Call Handler: OK

Caller: err (muffled undistinguishable words) light, but with it being an LED light I wouldn't expect it to be, err, I wouldn't expect an LED light to go out

Call Handler: yep, ok, right have you got a pen and I'll give you the job number?

Caller: erm, I don't, could you possibly text it

Call Handler: yes, you'll get a text message to remind you, ok, right, the next appointment now is gonna be, right there is a am or pm tomorrow.

Caller: ok so an am tomorrow is fine

Call Handler: am? and its [REDACTED]?

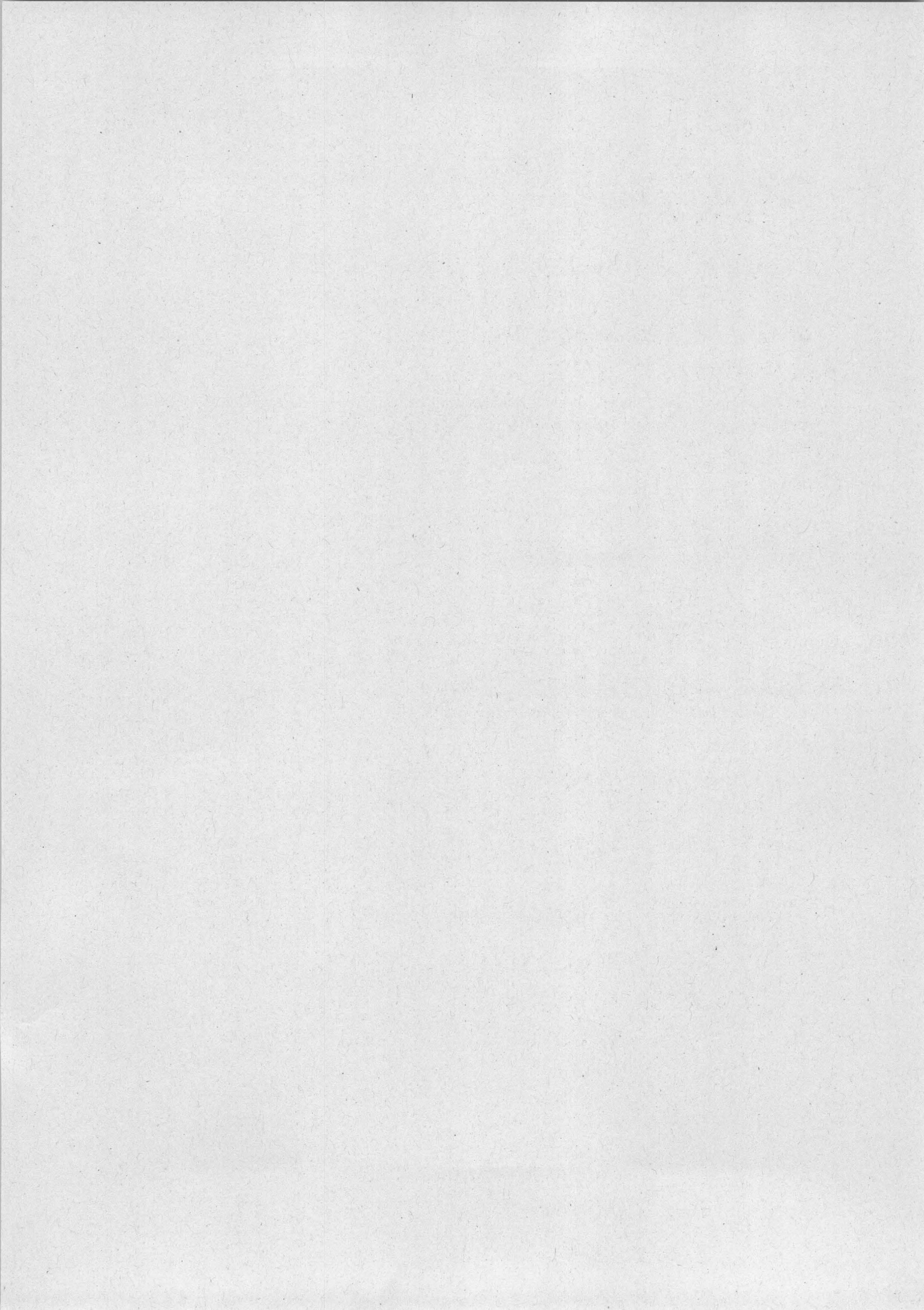
Caller: that's correct

Call Handler: yeah, Ok that's all booked in for tomorrow then, and if you have any dogs just keep them out of the way while the engineer is in the property

Caller: yeah that's brilliant thank you very much

Call Handler: OK Thanks, Bye bye

Call terminated: 2 mins 50 seconds.



Telephone transcript: Call 3

Reference: 3 6719415122920552264 1 46

Call Handler: Good afternoon you're through to Amey, it's [REDACTED] speaking, can I take your postcode please.

Caller: [REDACTED] can I just like to check what time a morning appointment is please?

Call Handler: erm, 8 until 1

Caller: sorry 8 o'clock until

Call Handler: till 1 o'clock

Caller: till 1 o'clock, OK, that's fine I'll give them a...another few more minutes

Call Handler: ah, ok thank you

Caller: bye bye

Call Handler: bye

Call terminated: 0 minutes 23 seconds.

Telephone transcript: Call 4

Reference: 4 6719433866157819278 1 46

Call Handler: Hi you're through to [REDACTED] at Amey can I take your postcode please

Caller: Yes, my postcode is [REDACTED]

Call Handler: Yep

Caller: [REDACTED]

Call Handler: And what's the first line of the address?

Caller: its [REDACTED], sorry, [REDACTED]

Call Handler: Yep number [REDACTED], and it is a new job your reporting today?

Caller: No, no it's a job that was reported yesterday. Erm, for the shaver unit.

Call Handler: Let me look

Caller: Thank you

Call Handler: Hmmmmn, So its booked for this afternoon between 12 and 6?

Caller: No, it was booked for this morning

Call Handler: Yeah, it looks as if its reappointed and put in for this afternoon instead

Caller: Ok so what would have really helped if I have been informed of that

Call Handler: Yes, the local office looked at it and its been err it looks as if (undisguisable speech) let's see.

Caller: hello

Call Handler: It's says Left voice mail on Vodaphone mobile can't do AM tomorrow have booked PM.

Caller: Vodaphone? I don't have a Vodaphone

Call Handler: Someone's said they left a message on it. But erm, but yeah, it's been swapped to this afternoon, is there, can you not make it? Do you need me to rearrange it?

Caller: No, no, sorry what the job reference for a start?

Call Handler: Its 3245

Caller: 3245

Call Handler: 2231

Caller: 2231, and the telephone number which they phoned me on [REDACTED]?

Call Handler: Its [REDACTED], it's [REDACTED]

Caller: Ok so that's an O2 number, it's not a Vodaphone number and I've got no voicemail set up on it so I don't know why they have left a voicemail on it, erm, no, I'll be making a compensation claim because I have waited in for this and I have not received any notification of the move

Call Handler: Yeah that will be option 5 on this same line, erm, but do you want, do you want this appointment for this afternoon, or do you want me to rearrange it now whilst were on the phone?

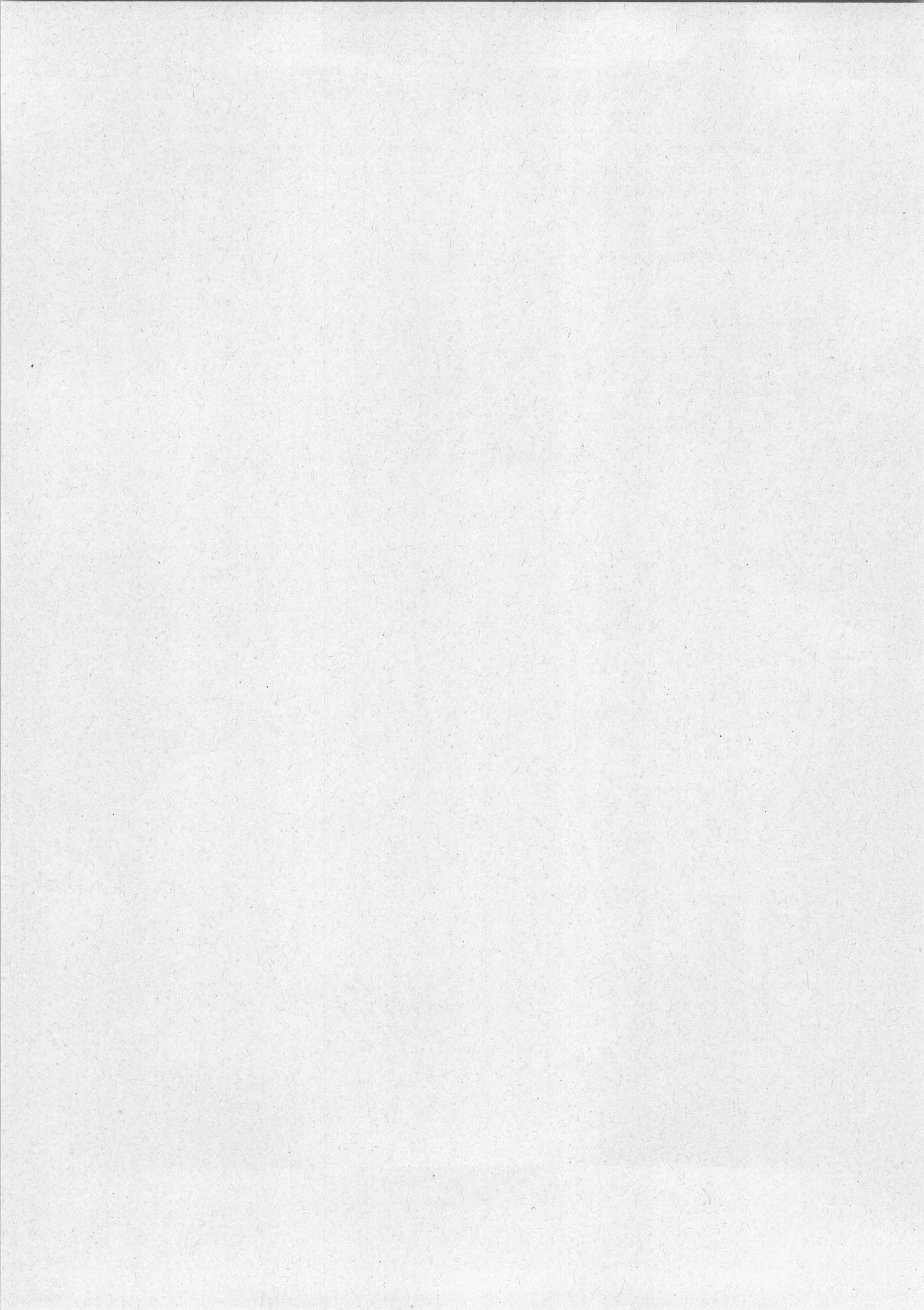
Caller: No if you leave it for this afternoon I'll just make the compensation claim for what your calls this morning, the fact it says Vodaphone as well, I don't have a Vodaphone so (sound quality very poor, muffled undistinguishable)

Call Handler: Yeah, Yeah, Alright, thank you for that, take care now

Caller: See you later, bye

Call Handler: bye, bye-bye.

CALL TERMINATED: 02.31 SECONDS



Telephone transcript: Call 5

Reference: 5 6719434854000297580 1 46

Call Handler: Good afternoon you're through to Amey, [REDACTED] speaking how can I help?

Caller: Sorry um, can you hear me?

Call Handler: Yeah yeah I can hear you, yeah, you ok sir, how can I help?

Caller: Ok so I'm ringing regarding job number 3245

Call Handler: 3245, yeah,

Caller: 2231,

Call Handler: Ok, bear with me one moment, it's loading up

Caller: Hello, can you still hear me?

Call Handler: Yeah yeah its just taking its time, it's just

Caller: sorry, its just a bit quiet your end

Call Handler: Ok, so just confirm the first line of your address?

Caller: First line of the address is, [REDACTED]

Call Handler: Ok we've got it here, erm, and there's an appointment for an electrician is there, for this afternoon, is that right?

Caller: Erm, yes, sorry, I booked an appointment yesterday and it was supposed to be an AM appointment. it had been rescheduled without my knowledge, erm, the lady on the phone when I phoned up on option 1, erm said that they said, erm, a reconfir... erm rescheduled, and sent the voicemail to my Vodaphone,

Call Handler: Yeah,

Caller: I don't have Vodaphone. I don't have voicemail. So I'm looking to set up a compensation for this er missed appointment this morning please

Call Handler: Ok sir, not a problem, I can send out a link to your email ok,

Caller: Hello?

Call Handler: Right can I take your email address there please sir

Caller: Sorry?

Call Handler: Can I take your email address?

Caller: Email address is [REDACTED] - [REDACTED]

Call Handler: Yes,

Caller: [REDACTED]

Call Handler: [REDACTED]?,

Caller: No sorry, [REDACTED]

Call Handler: Yeah

Caller: [REDACTED]

Call Handler: Yep

Caller: [REDACTED], (speech undistinguishable).

Call Handler: Ok sir I'll send you over that link right away, ok

Caller: That's brilliant, thank you very much

Call Handler: All Right not a problem at all

Caller: cheers thank you maam

Call Handler: Are you going to remain in this afternoon? Or do you want to reschedule the appointment?

Caller: No, I'll remain, I'll remain in, it's just not being able to get showered or anything yet this morning,

Call Handler: Oh, yeah, yeah, I completely understand, its um yeah

Caller: ok I'll wait in and I hopefully he will turn up sooner rather than later

Call Handler: ok not a problem sir I'll send that email now for you ok

Caller: Thank you very much

Call handler: all right

Caller: Cheers

Call Handler: thank you, bye

Caller: bye

CALL TERMINATED: 03.32