



Ministry of Defence

Secretariat
St George's House
Defence Infrastructure Organisation
DMS Whittington
Lichfield, Staffordshire
WS14 9PY

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

Ref. FOI 2022/06814

17 June 2022

Dear [REDACTED]

Thank you for your email of 7 June 2022 requesting the following information:

"Does the MoD hold figures on the number of complaints received related to service accommodation?"

If so, please can you say how many complaints were received in 2017, 2018, 2019, 2020, 2021 and 2022 so far? "

I am treating your correspondence as a request for information under the Freedom of Information Act 2000 (FOIA) and I have interpreted your request to relate to Service Family Accommodation only.

A search for the information has now been completed within the Ministry of Defence (MOD) and I can confirm that information in scope of your request is held.

The information you have requested can be found in the table below:

Table 1: The number of complaints related to Service Family Accommodation received by the MOD by calendar year.

Year	Number of Complaints
2017	12,773
2018	10,145
2019	8,421
2020	6,834
2021	6,677
2022 (Jan-Apr)	2,522

Under Section 16 (Advice and Assistance), you may find it helpful to note that the above data does not include Single Living Accommodation (SLA). The information for SLA is not held centrally and could only be provided at a disproportionate cost.

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