



Defence Statistics Customer Complaints Policy

Making a Complaint

1. If for any reason you feel that the service you receive from Ministry of Defence (MOD) statisticians has fallen below the standards you expect or has not lived up to the statements made in our statistical policies and procedures, then please contact us so we can investigate.
2. Complaints should be addressed initially to the Head of Profession for Statistics in MOD. Complaints can be made in writing or email. Please provide as much relevant information as possible to ensure that it is dealt with promptly and accurately. Please address your complaint to:

Address Defence Statistics, 3.K, MOD Main Building, Whitehall, London,
SW1A 2HB
Email DefStrat-Stat-Enquiries-Mailbox@mod.uk
Phone 0207 807 8792

3. Where the nature of the complaint relates to information provided under the Freedom of Information Act, we will review and respond in line with the MOD's appeal process¹ as set out under the Freedom of Information Act.
4. If, however, your complaint relates to any other aspect of service, then the Head of Profession will send you confirmation of the receipt of your complaint within five working days and aim to provide a full response within twenty working days.
5. If it is not possible to provide a full response within these time periods, we will advise you accordingly.
6. If you are still not satisfied, and the issues relates to the Code of Practice for Official Statistics, then you can refer your complaint to the UK Statistics Authority (UKSA).

¹ <https://www.gov.uk/government/organisations/ministry-of-defence/about/publication-scheme#how-to-complain-if-you-are-unhappy-with-the-handling-of-your-requests>

7. The UKSA address is:

UK Statistics Authority
Statistics House
Tredegar Park
Newport
South Wales
NP10 8XG

Reporting of Complaints

8. The Head of Profession is required to report complaints to the National Statistician in accordance with the Code of Practice for Official Statistics².

² <http://www.statisticsauthority.gov.uk/assessment/code-of-practice/>