



Ministry
of Defence

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[REDACTED]
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[REDACTED]
[REDACTED]

Ref: FOI2016/05240

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[REDACTED]
[REDACTED]

25th May 2016

Dear [REDACTED]

Release of Information

Thank you for your correspondence dated 18th May 2016 requesting the following information:

- 1. How many service complaints have been generated from the Royal Navy in total since the commencement of The Service Complaints and Financial Assistance Act 2015.*
- 2. What list of subjects and their associated numbers, have been complained about as raised officially and logged IAW the procedure as outlined in JSP 831 since the above named Act*
- 3. In the Royal Navy (identified by branch specialisation, no data that might breach data protection is required) a top 10 list of those individuals who have registered the most complaints and the number of complaints they have raised officially and logged IAW the procedure as outlined in JSP 831 since the above named Act.'*

Your enquiry has been considered to be a request for information in accordance with the Freedom of Information Act 2000.

A search for the information has now been completed within the Ministry of Defence and I can confirm that information in scope of your request is held. The answers to your questions can be found at the attached Annex – Annex A/FOI2016/05240 25/05/16.

If you are not satisfied with this response or you wish to complain about any aspect of the handling of your request, then you should contact me in the first instance. If informal resolution is not possible and you are still dissatisfied then you may apply for an independent internal review by contacting the Information Rights Compliance team, 2nd Floor, Zone N, MOD Main Building, Whitehall, SW1A 2HB (e-mail CIO-FOI-IR@mod.uk). Please note that any request for an internal review must be made within 40 working days of the date on which the attempt to reach informal resolution has come to an end.

If you remain dissatisfied following an internal review, you may take your complaint to the Information Commissioner under the provisions of Section 50 of the Freedom of Information Act.

Please note that the Information Commissioner will not investigate your case until the MOD internal review process has been completed. Further details of the role and powers of the Information Commissioner can be found on the Commissioner's website, <http://www.ico.org.uk>.

Yours sincerely

Navy Command Secretariat – FOI Section

Q1. *How many service complaints have been generated from the Royal Navy in total since the commencement of The Service Complaints and Financial Assistance Act 2015.*

A1. Service Complaints submitted since commencement of the Act on 1 Jan 2016 = 51

Q2. *What list of subjects and their associated numbers, have been complained about as raised officially and logged IAW the procedure as outlined in JSP 831 since the above named Act*

A2.

Subject	No. of Complaints
Term and Conditions of Service	28
Pay, Pensions and Allowance	9
Bullying and or Harrassment	5
Medical and or Dental Treatment	1
Discrimination	1
Improper Behaviour	1
Other	6
TOTAL	51

Q3. *In the Royal Navy (identified by branch specialisation, no data that might breach data protection is required) a top 10 list of those individuals who have registered the most complaints and the number of complaints they have raised officially and logged IAW the procedure as outlined in JSP 831 since the above named Act*

A3. 1 x Warfare Senior Rating - 2 complaints submitted

