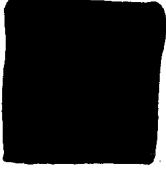




Ministry
of Defence

DBS/SEC/FOI: 2014/06296

Ministry of Defence
Defence Business Services
Secretariat
Room F10
Imjin Barracks
Gloucester
GL13 1HW



29 October 2014

Dear 

Thank you for your letter of 27 September, to the Ministry of Defence (MOD) requesting the following information:

"how many Service Personnel have left the Armed Forces, in the last 12 months, and failed to receive a Veteran's Badge on or about the date of their discharge".

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 MOD, and I can confirm that some of the information in scope of your request is held, please find the information you requested below.

A total of 2,442 Service Personnel were affected over a two month period from 1 August to 30 September, in which badges were unavailable. This was due to a problem with the manufacturer's quality control as the badges were tarnished. Prior to this problem the badges were included in all service leavers packs.

The sending of badges to any recently retired Veterans who did not receive a Veterans Badge at the time of their discharge will commence in November.

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, 1st Floor, 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.gov.uk>.

Yours sincerely,

A large black rectangular redaction box covering the signature area.

A/Head of Secretariat