



Ministry
of Defence

Defence Business Services
Secretariat Team
Room 6303
Tomlinson House
Norcross
Thornton-Cleveleys
FY5 3WP

Ref: FOI2017/02003

Email: DBSRes-Secretariat@mod.uk

Email: [REDACTED]

3 March 2017

Dear [REDACTED],

Thank you for your email of 4 February 2017 requesting the following information:

"Medal entitlement query... Mr Albert Arthur Mount"

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 and I can confirm that information in scope of your request is held. Mr Mount's medal entitlement is as follows:

Defence Medal
War Medal 1939-45
General Service Medal 1918-62 with clasp 'MALAYA'

Under Section 16 (Advice and Assistance) you may be interested to know that World War Two medal cards, where they exist, can be requested by writing directly to the Ministry of Defence Medal Office without referencing the Freedom of Information Act. Where the requestor has a general research interest, access to data will be limited unless the service person died more than 25 years ago. Requests for World War Two medal cards can be made by writing to the following address and should include a copy of the death certificate:

Ministry of Defence Medal Office
Imjin Barracks,
Gloucester
GL3 1HW

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, Ground 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, <https://ico.org.uk/>.

Yours sincerely,



Assistant Head Defence Business Services (Secretariat)