



Ministry
of Defence

Army Secretariat
Army Headquarters
IDL 24 Blenheim Building
Marlborough Lines
Andover
Hampshire, SP11 8HJ
United Kingdom

Ref: FOI2017/05514

E-mail: ArmySec-Group@mod.uk

Website: www.army.mod.uk

19 June 2017

Thank you for your email of 19 May in which you requested the following information:

how many Service Complaints have been made against the Army Welfare Service since September 2012 until the current date. Also under which categories and ranks complained about.

I am treating your correspondence as a request for information under the Freedom of Information Act (FOIA) 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 and is attached.

There have been ten Service Complaints since 2012 concerning the Army Welfare Service (AWS).

The rank of the complaints is Warrant Officer Class 2 to Sergeant and the categories are AWS policy and processes; AWS management; promotion and AWS staff.

More detailed information is exempt from release under section 40 of the Freedom of Information Act as it constitutes personal information. This is an absolute exemption and there is therefore no requirement to consider the public interest in making a decision to withhold the information.

Notes:

Numbers have been rounded to the nearest five to protect identity.

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,

Army Secretariat