



Ministry
of Defence

de&s

[REDACTED]
DE&S Secretariat (LD & SE)

DESSEC-PoISecLE-JSC-
WPNS@mod.uk
Defence Equipment & Support
Maple 0a # 2043
MOD Abbey Wood
Bristol BS34 8JH



19 Jul 2017 Our Reference: FOI2017/06955

Dear [REDACTED],

Thank you for your email dated 13 July 2017. You asked:

Can you tell me what is the procedure to file a complaint against a contractor of Disposal services authority selling MoD equipment?

I am treating your email as a request for information in accordance with the Freedom of Information Act 2000 (FOIA). A search for the information has now been completed within the MOD, and I can confirm that information in scope of your request is held.

In the first instance you should seek to resolve your complaint direct with the contractor. If a resolution is not possible, you can contact the Disposals Services Authority as follows:

By email: deslcsls-edisposals@mod.uk

By post:

Disposals Services Authority
Defence Equipment & Support (DE&S)
Building H9
Ploughley Road
Lower Arcott
Bicester
Oxon OX25 2LD

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.org.uk>.

Yours Sincerely,



DE&S Secretariat