



Ministry of Defence

Ministry of Defence
Main Building
Whitehall
London
SW1A 2HB

Our Reference: FOI2018/03305

Email: [REDACTED]

22 March 2018

Dear [REDACTED]

Thank you for your email dated 5 March 2018 to the Ministry of Defence (MOD) in which you have requested the following information:

The new, well published, helpline has now been in operation for a full week. Could you please tell me how many calls you received? How many individual callers did this represent?

I am treating your correspondence as a request for information under the Freedom of Information Act 2000 (FOI Act).

I can confirm that the Ministry of Defence holds information within the scope of your request. This information is exempt under Section 21 of the Freedom of Information Act (FOIA), because it is reasonably accessible to you by other means. It is already in the public domain at the following link:

<http://www.parliament.uk/business/publications/written-questions-answersstatements/written-question/Commons/2018-03-06/131338/>

If you have any queries regarding the content of this letter, please contact this office in the first instance.

If you wish to complain about the handling of your request, or the content of this response, you can request 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 should be made within 40 working days of the date of this response.

If you remain dissatisfied following an internal review, you may raise your complaint directly to the Information Commissioner under the provisions of Section 50 of the Freedom of Information Act. Please note that the Information Commissioner will not normally investigate your case until the MOD internal review process has been completed. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Further details of the role and powers of the Information Commissioner can be found on the Commissioner's website at <https://ico.org.uk/>.

Yours sincerely,

(Original Signed)
Defence People Secretariat