

Ref: FOI2017/00103

[REDACTED]

Reply to: [REDACTED]

15 February 2018

Dear [REDACTED]

Thank you for your email of 30 November 2017 requesting the following information:

"Please provide a list of all facilities for Ministry of Defence staff members to make written feedback or suggestions to senior management. As general examples, this answer could include (but would not be limited to) physical feedback systems like suggestion boxes, and electronic resources such as internal intranet forums (including 'rumour mills'), and dedicated feedback email addresses."

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

The Ministry of Defence (MOD) has a number of methods by which staff can submit feedback or suggestions to senior management. These include:

1. The Armed Forces Continuous Attitude Survey (AFCAS).
2. Tri-Service Reserves Continuous Attitude Survey (ResCAS).
These are annual surveys which ask members of the Armed Forces to share their views of service life. The feedback is used to help shape future policies on issues affecting members of the Armed Forces.
3. The annual MOD People Survey for which civilian/military/contractor staff are invited to provide their opinions on issues affecting them.
4. Senior management write posts for the Defence Blog on the Defence Intranet. Staff are invited to respond with feedback or contribution for debate.
5. The MOD also hosts periodic 'All Staff Dial-In' sessions where senior managers are available to answer issues raised by staff who telephone in the matters they want discussed. These dial-in sessions are transcribed and staff may refer to them via the Defence Intranet.

There is no central list of written feedback facilities; in addition to the above there may be local initiatives.

Under Section 16 of the FOI Act, I can also advise you that the MOD has a Defence wide staff suggestion scheme called 'GEMS' that encourages people working within the Department to submit innovative ideas for doing things better.

The 'GEMS' scheme encourages all MOD employees to contribute constructive ideas for improving efficiency and organisation anywhere in the department. The scheme is open to all staff, Service and civilian. Team ideas are also encouraged.

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 CIOFOI-IR@mod.gov.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,

Defence People Secretariat FOI