



Ministry of Defence

Ministry of Defence
Main Building
Whitehall
London
SW1A 2HB

Reference: FOI2018/09000

[REDACTED]

Reply to: [REDACTED]

27 July 2018

Dear [REDACTED]

Thank you for your email of 6 July 2018 in which you have requested the following information:

"I am writing under the freedom of information act to request information on the veterans gateway.

How many of the 10,000 enquiries and 183,420 website visits led to referrals for support?

How many of these referrals were directed to each of the veterans gateway partners?

How many enquiries have been received per month that gateway has been operating?"

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

A search of our records has confirmed that the Ministry of Defence (MOD) does not hold information within the scope of your request. The Veterans Gateway is not owned by the Ministry of Defence (MOD), but by a consortium of members of the charitable sector.

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, Zone D, MOD Main Building, Whitehall, SW1A 2HB (e-mail CIO-FOI-IR@mod.gov.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 FOI 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

Defence People Secretariat