



Ministry  
of Defence

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FOI2019/10717

E-mail: [Navysec-foimailbox@mod.gov.uk](mailto:Navysec-foimailbox@mod.gov.uk)

[REDACTED]  
[REDACTED]

3 December 2019

Dear [REDACTED],

Release of Information

Further to our interim response of 13 November 2019, I am now able to provide you with a substantive response to your request for the following information:

'How many complaints that have been submitted since 1st January 2017 are still to be decided;

1. Decision Body stage
2. Appeal Body stage
3. How many of which these complaints "still outstanding" relate to bullying and harassment?
4. How many of which these complaints "still outstanding" relate to other matters?
5. How many undue delay decisions by the service complaint ombudsman in 2019 have been awarded against bullying and harassment complaints?'

Your clarification received on 17 September 2019 confirmed you were seeking information on admissible Service Complaints submitted by Naval Service (NS) Personnel only and, in particular, those which alleged bullying and harassment, dishonest and biased behaviour, discrimination, and to know the nature of that discrimination.

Your enquiry has been considered to be a request for information in accordance with the Freedom of Information Act 2000.

I can confirm that a search for the information has been completed within the Ministry of Defence and that information in scope of your request is held. From the information recorded on the Joint Personnel Administration System (JPA), as at 31 October 2019, the number of outstanding NS Service Complaints of the nature described in your clarification "admitted" since 1 January 2017 that are still to be decided upon is 130. The

table below provides a breakdown of these cases as described in parts one to four of your request and in your further clarification.

1.	Number of Complaints at Decision Body Stage	104
2.	Number of Complaints at Appeal Body Stage	26
3.a.	Number of Complaints 'still outstanding' relating to allegations of Bullying and Harassment	22
3.b.	Number of Complaints 'still outstanding' relating to allegations of dishonesty and biased behaviour, discrimination and the nature of the discrimination	11 (see Note 1 below)
4.	Number of Complaints 'still outstanding' relating to allegations concerning Other Matters	97 (see Note 2 below)

\* Notes:

1. The discrimination cases may cover a range of 'natures' - Age, Nationality, Disability, Pregnancy/Maternity and Other/Multiple. It should be noted that the term "Other/Multiple" is a free text and contains 'opinions' of the complainant that do not fall under the categories listed within the JPA system.
2. The "other matters" Service Complaints cover a very wide range of subject matter – Career Management, Appraisal Reports, short notice assignments, pay, allowances, etc.

In respect of part five of your request, there have been five undue delay decisions issued by the Service Complaints Ombudsman against bullying and harassment complaints in 2019.

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](mailto: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

Navy Command Secretariat – FOI Section