



Ministry
of Defence

Defence Business Services

Secretariat Team
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Tomlinson House
Norcross
Thornton Cleveleys
Lancashire
FY5 3WP

Ref: FOI2020/01620

E-mail: DBSRES-Secretariat@mod.gov.uk

Mr [REDACTED]
[REDACTED]

27 February 2020

Dear [REDACTED],

Thank you for your email of 3 February 2020 requesting the following:

FOI protocol for reporting victimisation and discrimination PTSD depression

My husband was sent an internal sensitive file photographs and personal information by Veterans UK. At the time he was in treatment and had been for a year PTSD depression when this negligence and no duty of care took place. He had asked for his general file for a reconsideration of a physical injury the sensitive file and unbelievably his letter of diagnosis was included in the same envelope. Andrew Dowds HVUK sent a pathetic apology and informed us to be assured working practices had changed after we complained bitterly. We asked for professional help given the dire effects opening this file had on him. Flashbacks anger issues isolating behaviour alcohol abuse and more. Mr Dowds sent another letter ignored the plea for help and mooted he thought his apology was sufficient.

We raised a complaint of Victimisation and discrimination this morning against VUK / MOD to be told we could not !! As it would seem we were just disappointed and dissatisfied with a decision that had been taken!!criminal. That decision is part of another complaint that is in hand at the Advocacy The Royal British Legion Edinburgh How ever this is criminal when VUK it would seem are judge and jury and self regulating. Can I have the procedure for reporting this incident outside the confines of VUK. We have contacted the BIHR and the commissioner for mental health Scotland also to report this disgraceful episode.

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

A search for the information has now been completed within the Ministry of Defence, and I can confirm that all the information in scope of your request is held.

However, the information you have requested is exempt under Section 21 of the Freedom of Information Act because it is reasonably accessible to you by other means.

Under Section 16 of the Act (Advice and Assistance) the following websites provide information on complaints against government departments:

<https://www.ombudsman.org.uk/>

<https://ico.org.uk/make-a-complaint/>

You will wish to be aware however that for a complaint to be considered by these bodies, you would normally have had to have exhausted all other departmental appeal procedures.

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.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 Business Services Secretariat