



Ministry
of Defence

Defence Business Services

Secretariat Team
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Ref: FOI2020/02764

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

FOI2020/03208

FOI2020/03290

27 March 2020

Dear Mr

Thank you for your email of 27 February 2020 requesting the following information:

FOI2020/02764

FOI request to the Secretariat we require the protocol at VUK/MOD where a veteran requesting professional help due to mental crisis because of negligence no duty of care. At VUK and the MOD

FOI2020/03208

We require this FOI request and our rights on this front it can't be the case that the Head of Veterans UK can investigate himself. More so when the allegations are passed to the ICP only to come back to him to yet again find himself not guilty.

FOI2020/03290

I will ask now FOI how much are Panel members paid per day to sit on these panels there must be figures for this expense to the public purse. Also FOI how much can they claim expenses per day food travel and any other outlays.

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

FOI2020/02764 and FOI2020/03208

I have taken your requests to be a request for the recorded data on the process for making a complaint to the Independent Complaints Panel (ICP) when an individual is unhappy with the way in which a complaint was handled by the Head of Veterans UK.

A search for the information has now been completed within the Ministry of Defence, and I can confirm that the information in scope of your request is held. The information on this process can be found at the following link:

<https://www.gov.uk/government/organisations/veterans-uk/about/complaints-procedure#how-to-complain>

FOI2020/03290

ICP Panels are made up of Veterans Advisory and Pensions Committee Members all of whom are unpaid volunteers. They are subject to MOD Business Travel Policy and as such can claim 0.30p per mile motor mileage, standard UK rail travel, economy class air travel (where necessary). Where overnight accommodation is required MOD capped rates apply, these vary according to location. The cost of actual receipted expenditure may be claimed for subsistence (meals/non-alcoholic drinks) up to the following limits:

Over 5 hours - £5.00

Over 10 hours - £10.00

Over 12 hours - £15.00

Evening Meal where an overnight stay is necessary - £22.00

Breakfast where it is not included in the hotel cost - £10.00

The Panel Member pays their own expenses and claims reimbursement on production of rail tickets, receipts etc. from Veterans UK.

Under Section 16 of the Act (Advice and Assistance) you may find it helpful to note that the ICP is formed from Chairs and Members of the Veterans Advisory and Pensions Committee (VAPC), an Advisory Non-Departmental Public Body for which Veterans UK is the Sponsor Department.

The ICP is independent of Veterans UK, therefore the responsibility for the Panel's sitting does not lie with Veterans UK. The role of the Independent Complaints Panel (ICP) is to act as an impartial referee. If a complaint is in regard to the content of a response from a Pillar Head, then the ICP is the correct process for having that complaint heard. They will assess if the original complaint was investigated correctly.

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