



Ministry  
of Defence

**Defence Business Services**  
Secretariat Team Drafter  
Room 6303  
Tomlinson House  
Norcross  
Thornton Cleveleys  
Lancashire  
FY5 3WP

Ref: FOI2020/04132

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

23 April 2020

Dear Mr

Thank you for your email of 6 March 2020 requesting the following information:

*“Could you please let me know how many Armed Forces Compensation Scheme application have been turned down due to "reasonable doubt" in the last 10 years?”*

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, we will not be able to answer your request without exceeding the appropriate limit.

This is because there is no marker on the Compensation and Pension computer system to identify those cases rejected under reasonable doubt. In order to provide the information requested, we would have to manually examine each case where a rejection occurred in the last 10 years. Using published data, we have been able to establish that during the year 2018-2019 alone there were in excess of 24,000 rejected claims under the Armed Forces Compensation Scheme. If we allow ten minutes to examine each case rejected during 2018-2019, this equates to 4,000 hours to locate, retrieve and extract the relevant data.

Section 12 of the Act makes provision for public authorities to refuse requests for information where the cost of dealing with them would exceed the appropriate limit, which is set at £600. This represents the estimated cost of one person spending 3.5 working days in determining whether the department holds the information, and locating, retrieving and extracting it.

Under Section 16 advice and guidance you may find it helpful to note the published data relating to Armed Forces Compensation Scheme claims and decisions:

<https://www.gov.uk/government/collections/armed-forces-compensation-scheme-statistics-index>

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](mailto: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 Business Services (Secretariat)