



Ministry
of Defence

Defence Business Services

Secretariat Team
Room 6303
Tomlinson House
Norcross
Thornton Cleveleys
Lancashire
FY5 3WP

Ref: FOI2020/03693

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

15 April 2020

Dear Mr Thank you for your email of 13 March 2020 requesting the following:

FOI Mr responsibility using your procedures we require the paper trail he was duty bound to follow to remove himself when allegations were made against him. To whom or which department should then have become involved in investigation.

Whilst you have made a request for this information under the Freedom of Information Act. It is clear from your email that this request relates to a paper trail involving a complaint against the Head of Veterans Services. As such this constitutes a request for personal data and this request falls for consideration under the Data Protection Act. I have therefore forwarded your request to the team responsible for dealing with this request.

However, as I am sure you will appreciate, as part of the Government's contingency planning for the COVID-19 crisis, Defence Business Services, is currently focused on delivering business critical services in support of all military and civilian personnel and our suppliers across Defence, including our most vulnerable veterans. In order to protect our staff and customers, staff are currently unable to attend the office in person and will therefore be unable to process the request at this time.

I am unable to say at this time when they will be able to resume a full, business as usual service, however, please be assured that officials are actively reviewing alternative methods of working remotely, and as soon as services beyond those which are business critical are able to be resumed, your request will be processed. I would, therefore, ask for your patience and understanding during this difficult time.

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