



Ministry
of Defence

Army Secretariat
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Dear [REDACTED]

Thank you for your email of 18 November in which you requested the following information:

For each calendar year (2017 to 2019 and for 2020 up to 1 November) please provide the following information:

- 1. how many formal stage 1 complaints were raised to Ministry of Defence schools and settings overseas?*
- 2. How many of such complaints were upheld?*
- 3. How many of such complaints resulted in the undertaking of a review of the school/setting policies in light of the complaint?*
- 4. How many of such complaints related to the appeal of an exclusion of a pupil?*
- 5. What MoD school had the largest number of complaints over this period?
What was this number?*
- 6. What MoD school had the second largest number of complaints over this period?
What was this number?*

I am treating your correspondence as a request for information under the Freedom of Information Act (FOIA) 2000 and I can confirm that the information in scope of your request is held and has been provided below. S40(2) has been applied to protect personal information as governed by the Data Protection Act. Due to the low number of complaints over the years requested, a breakdown by year has not been provided as it would be disclosive, and figures fewer than 5 are represented by '~'. Section 40 is an absolute exemption and there is therefore no requirement to consider the public interest in deciding to withhold the information.

Please note:

- This data is not gathered for statistical purposes or subject to the same level of scrutiny as official statistics which are produced by Defence Statistics. It may therefore be subject to data quality issues.
- '~' denotes fewer than 5.

- The data shows the number of complaints raised from the beginning of the academic year in September 2017 to the present.

	Total number of complaints September 2017 to present
1 No. of formal stage 1 complaints raised	15
2 No. of complaints upheld	~
2 No. of complaints partially upheld	~
3 No. resulting in review of school policies	~
4 No. related to the appeal of an exclusion of a pupil	~

In relation to parts five and six of your request, St John's School, Episkopi had the largest number of complaints over this period with 6 complaints. Dhekelia Primary School was second with fewer than five complaints.

If you have any queries regarding the content of this letter, please contact this office in the first instance. Following this, 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). 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,


Army Secretariat