



Ministry  
of Defence

Army Secretariat  
Army Headquarters  
IDL 24 Blenheim Building  
Marlborough Lines  
Andover  
Hampshire, SP11 8HJ  
United Kingdom

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E-mail: [armysec-group@mod.gov.uk](mailto:armysec-group@mod.gov.uk)  
Website: [www.army.mod.uk](http://www.army.mod.uk)

22 October 2020

Dear [REDACTED]

Thank you for your email of 24 Aug in which you requested the following information:

*Under the Freedom of Information Act, please provide a copy of the document known as "Review of the Army Service Complaints Process" and which was referred to on page 4 of the 2019 Service Complaints Ombudsman's report. The document was produced by the Army Inspectorate and makes 10 observations and 37 recommendations for improvement".*

I am treating your correspondence as a request for information under the Freedom of Information Act (FOIA) 2000. 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 and is attached. Some of this information is exempt from release under section 40 (Personal Data) of the FOIA. Section 40(2) has been applied to some of the information to protect personal information as governed by the Data Protection Act. Section 40 is an absolute exemption and there is therefore no requirement to consider the public interest in deciding to withhold the information.

Under Section 16 (Advice & Assistance) you may wish to know that of the 37 recommendations made within the review, 20 have been closed (implemented in full) and 17 remain open and continue to be progressed by both internal Army departments and the Chief of Defence Personnel.

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](mailto: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,

[REDACTED]

Army Secretariat