



Defence Business Services
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Ref: FOI2021/02559

19 March 2021

Dear [REDACTED]

Thank you for your email of 5 March 2021, requesting the following information:

Please can you send me a copy of the internal document 'Veterans Uk Complaint Process' these are the guidelines that Norcross staff use when investigating a complaint from a veteran'

I understand these are not in the public domain. Thanks for your help. I enclose ID photos x 2 to help facilitate this request.

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 (MOD), and I can confirm that all of the information in scope of your request is held.

The information you have requested falls entirely within the scope of an absolute exemption under Section 21 (Information reasonably accessible by other means) of the FOI Act. Section 21 (1) has been applied, as the information is already in the public domain and therefore reasonably accessible to you at the following link below. Section 21 is an absolute exemption and there is no requirement to consider the public interest in making a decision to withhold the information.

<https://www.whatdotheyknow.com/request/713480/response/1700597/attach/html/4/20201221%20FOI2020%2013386%20CAMPBELL%20ANNEX%20A%20OSP.pdf.html>

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