



Ministry
of Defence

Defence Business Services Secretariat
Room 6303
Tomlinson House
Norcross
Thornton-Cleveleys
FY5 3WP

Email: DBSRES-Secretariat@mod.uk

Ref: FOI2022/00585

10 February 2022

Dear

Thank you for your email of 14 January 2022 to the Ministry of Defence (MOD) requesting the following information:

“This is an official Information request for 2021 veterans uk customer satisfaction survey.

I would like this know the full results of the survey or any results relating to the 2021 veterans uk customer satisfaction survey.”

I am treating your correspondence as a request for information under the Freedom of Information Act 2000 (FOIA).

This letter is to inform you that the MOD holds information related to your request, but that we believe the information falls within the scope of the following qualified exemption(s): Section 22 (intended for future publication). As such it is necessary for us to decide whether, in all the circumstances of the case, the public interest in maintaining the exemption outweighs the public interest in disclosure.

The FOIA requires us to respond to requests promptly, and in any case no later than 20 working days after receiving your request. However, when a qualified exemption applies to the information and the public interest test has to be conducted, the Act allows the time for response to be longer than 20 working days. A full response must be provided within such time as is reasonable in all circumstances of the case and, in relation to your request, we estimate that it will take an additional 20 working days to take a final decision on where the balance of public interest lies. We therefore plan to let you have a response by 11 March 2022. If it appears that it will take longer than this to reach a conclusion we will let you know.

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)