



Ministry  
of Defence

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

Ref: ArmySec/FOI2022/01783/C/B

E-mail: [ArmySec-Group@mod.gov.uk](mailto:ArmySec-Group@mod.gov.uk)

Website: [www.army.mod.uk](http://www.army.mod.uk)

2 March 2022

Dear [REDACTED]

Thank you for your email of 9 February 2022 in which you requested the following information:

*This FOI relates to Statement of Complaints and admissible Service Complaints made by personnel within the British Army (outlined in JSP 831:Redress of Individual Grievances: Service Complaints).*

*For each of the years 2016/17, 2017/18, 2018/19, 2019/20, 2020/21\*, please state:*

1. *The total number of i) Statement of Complaints and, of those, ii) admissible Service Complaints made by Army personnel*
2. *The total number of i) Statement of Complaints and ii) admissible Service Complaints made by Army personnel relating to:*
  - a. *Bullying*
  - b. *Harassment*
  - c. *Sexual harassment*
  - d. *Discrimination on the grounds of race/ethnicity/national origin*
  - e. *Discrimination on the grounds of gender*
  - f. *Discrimination on the grounds of sexual orientation*
  - g. *Discrimination on the grounds of religion*

I am treating your correspondence as a request for information under the Freedom of Information Act 2000. A search for the information has now been completed within the Ministry of Defence, and I can confirm that information in scope of your request is held. A copy of the information which can be released is enclosed at Annex A.

Some information held by the Department falling within scope of your request is exempt from release under section 40 (personal information) of the Freedom of Information Act and has therefore been withheld. Section 40(2) has been applied to some of the information in order to protect personal information as governed by the Data Protection Act 2018. Section 40 is an absolute exemption and there is therefore no requirement to consider the public interest in making a decision to withhold the information.

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,

A solid black rectangular box used to redact the signature of the sender.

Army PolSec

Annex A Requested Service Complaint (SC) information in relation to Army personnel.

**Table 1**

Column A	Column B	Column C	Column D	Column E
<b>Financial Year</b>	<b>No. of Formal SCs received</b>	<b>No. of Formal SCs received per financial year by specified reporting categories</b>		
		<b>Bullying</b>	<b>Harassment/Sexual Harassment</b>	<b>Discrimination on the grounds of Race/Ethnicity/National Origin/Gender/Sexual Orientation/Religion</b>
2016/17	501	101	24	14
2017/18	560	93	25	25
2018/19	483	95	21	11
2019/20	592	107	16	24
2020/21	526	96	19	24

**Table 2**

Column A	Column B	Column C	Column D	Column E
<b>Financial Year</b>	<b>No. of Admissible SC from Column B in Table 1.</b>	<b>No. of Admissible SCs of Column B in table 1 by specified reporting categories</b>		
		<b>Bullying</b>	<b>Harassment/Sexual Harassment</b>	<b>Discrimination on the grounds of Race/Ethnicity/National Origin/Gender/Sexual Orientation/Religion</b>
2016/17	367	71	23	10
2017/18	437	77	21	20
2018/19	383	74	16	9
2019/20	462	84	13	20
2020/21	408	79	18	19

**Notes and Caveats:**

- Please note that these figures are single service estimates and are not official statistics produced by Defence Statistics. The data is not subject to the same level of scrutiny as official statistics, therefore may be subject to data quality issues.
- This data has been taken from the month end data sheet for January 2022, filtered by financial year and then Formal Service Complaint (SC) from Army personnel only, broken down by complaints received between dates and then of those the numbers that are admissible and recorded for each against the specific categories mentioned. The SC may not have been made admissible in that same financial year.
- Grouping has been used in Column E as numbers for individual elements of discrimination and/or sexual harassment as a means of disclosure control and to preserve anonymity.
- If a SC was reported in table 1 and is subsequently not included in table 2 the reasons for this could be: Ruled inadmissible, ruled out of time, withdrawn pre-admissibility or may be awaiting a decision on admissibility.
- The numbers in columns C, D and E will not add up to the total in Column B of the above tables, as the breakdown is limited to the categories requested.