



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

Ref: FOI2022/01294

[DBSRES-Secretariat@mod.gov.uk](mailto:DBSRES-Secretariat@mod.gov.uk)

Mr

18 February 2022

Dear Mr

Thank you for your email of 31 January 2022 to the Ministry of Defence (MOD), requesting:

*Under the FOI Act can you please provide details of the number of formal complaints made by veterans, widows and serving military personnel about Veterans UK. I would like the results broken down by year and what action was taken, such as: complaint upheld, no action taken or apology. I would like details from 2018 to date.*

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 MOD, and I can confirm that some information in scope of your request is held. However, I must advise you that we will not be able to answer your request without exceeding the appropriate cost limit.

Section 12 of the FOIA makes provision for public authorities to refuse requests for information where the cost of dealing with them would exceed the appropriate cost limits, which for central government is set at £600. This represents the cost of one person spending 3.5 working days in determining whether the department holds the information, locating, retrieving, and extracting the information.

Data relating to information on complaints upheld or further action taken is not held within the Veterans UK Complaints Resolution Team database, therefore, to obtain the information requested would require the scrutiny of 1,363 individual awards files to establish the position. Working to an estimated average of 10 minutes per case, would amount to an approximately 227 hours at the Departmental cost of £5,675.

Under Section 16 of the FOIA (Advice and Assistance), you may wish to be aware that the number of Veterans UK complaints received annually for the period April 2017 to January 2022 is held should you wish to consider a refinement of your request.

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](mailto: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