



**Defence Business Services**  
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Ref: FOI2022/04529

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

21 April 2022

Dear [REDACTED]

Thank you for your email of 30 March 2022 to the Ministry of Defence (MOD), seeking information about Veterans UK.

You requested the following information:

*"I wish to submit a FOIA request for the following information at Veterans UK.*

*"Please provide individual figures and the total figure on how many verbal telephone complaints have been registered at Veterans UK from veterans of both the war pension scheme and AFCS to its helpline, its welfare service and its managers, to the complaint resolution team, to caseworkers and team members and DBS over the past 12 month period."*

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 some of the information in scope of your request is held. However, I have to advise you that we would not be able to answer your request without exceeding the appropriate 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.

To provide the detailed information requested on complaints made within the whole of Veterans UK for the period April 2021 to March 2022 would be an estimated 33.5 hours work which would cost approximately £837.50. This exceeds the cost limit under Section 12.

Under Section 16 of the FOIA (Advice and Assistance) the department may be able to provide some information in scope of your request if you were to refine your request by limiting the time period of data you are asking for, which in turn would reduce the amount of information to be examined. Although it is not guaranteed that your refined request may fall within the cost limit, I would be happy to look at it again.

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: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

A black rectangular redaction box covering the signature of the sender.

DBS Secretariat