



**Defence Business Services**  
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Ref: FOI2022/04234

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

28 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:

(Q1) - *"I would like to request complaints made within the whole of veterans uk for the last 12 months and include every department and also phone call complaints, written and also emailed complaints this is for both war pensions and all supplementary claims and AFCs and all supplementary claims."*

(Q2) - *"How many tribunals were there both for wp and AFCs as these are complaints about vets uk declined claims?"*

(Q3) - *"How many's complaints have went to customer relation team (crt)?"*

(Q4) - *"How many complaints has there been against medical advisors?"*

(Q5) - *"How many complaints have went to managers at veterans uk?"*

(Q6) - *"How many complaints did head and assistant head of veterans uk receive?"*

(Q7) - *"How many complained about paperwork being missing from claims / statements of cases?"*

(Q8) - *"How many complained about medical advisor deliberately labelling injuries incorrectly?"*

(Q9) - *"How many maladministrations were logged to veterans uk?"*

(Q10) - *"And how many maladministrations sat unanswered?"*

(Q11) - *"Also add veterans welfare complaints as they are part of veterans uk?"*

(Q12) - *"If you also have information how many complaints were made to ico and icp that you were notified of?"*

(Q13) - *"Also a full number of complaints of failed call backs and failed email responses to veterans questions/ queries?"*

I am treating your correspondence as a request for information under the Freedom of Information Act 2000 (FOIA). For ease of reference, I have numbered your questions above.

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 for Q4, Q5, Q7, Q8, Q13 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.

You may recall on 25 April 2022, under FOI2022/04474, you were provided with a copy of the complaint statistics for April 2021 to March 2022 and the Veterans UK Dashboard which breaks down the details of the complaints. To provide the additional data you have requested relating to these formal complaints, for 12 months alone, would involve obtaining in excess of 200 complaints files and interrogating the contents to ascertain if they fit into your requested criteria. It has been estimated that this would take approximately 33.5 hours work which would cost approximately £837.50, therefore exceeding the cost limit for five questions alone.

Under Section 16 (Advice and Assistance) of the FOIA, if any part of a request exceeds the cost limit, the Department is not obliged to answer any other parts of the request. However, in order to be helpful, I have provided information that may help you refine your request appropriately.

For Q1; no further refinement can be offered. This information is not held by the Department because, all formal complaints made to Veterans UK are passed to the Customer Resolution Team to investigate and respond accordingly. Any informal complaints made and resolved immediately by case managers are not recorded. You may wish to know that this question was raised as a Parliamentary Question by Owen Thompson MP in January 2022. A link to the answer can be found below:

<https://questions-statements.parliament.uk/written-questions/detail/2022-04-20/156547>

For Q2; the Department does not hold information on the number of '*tribunals*', however there are published statistics which present the number of appeals registered by financial year. The information can be found at the links below for the various schemes and the next update to these statistics are scheduled to be released on Thursday 30 June 2022.

Armed Forces Compensation Scheme:

<https://www.gov.uk/government/statistics/armed-forces-compensation-scheme-statistics-financial-year-202021>

War Pension Scheme:

<https://www.gov.uk/government/statistics/war-pensions-scheme-statistics-2021>

For Q3, Q6 and Q11; this information was provided to you on 25 April 2022 under FOI reference FOI2022/04474.

If you were to refine your request for the following questions the Department may be able to assist further. Although it is not guaranteed that your refined request may fall within the cost limit, we would be happy to look at it again.

For Q9 and Q10 relating to maladministration and Q12 relating to the ICP, this information may be available, however it would be helpful if you provided the time period you are interested in.

For Q12; specifically relating to the Information Commissioners Office (ICO), I can confirm that the Department does hold information relating to FOI and DPA Subject Access Request complaints, however, before we look to capture this information, it would be helpful for you to clarify the time period you are interested in and whether you are only interested in complaints about Veterans UK.

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