



Defence Business Services

Secretariat
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Ref: FOI2022/04474

DBSRES-Secretariat@mod.gov.uk

[REDACTED]
[REDACTED]

25 April 2022

Dear [REDACTED]

Thank you for your email of 5 April 2022 to the Ministry of Defence (MOD), requesting:

Subject: Veterans uk complaints

“Leo can you or your office give a breakdown of the complaints you stated in parliament within veterans uk , you stated less than 170 complaints per 100k claims and I would like to see a full breakdown of these complaints and from what department they came from .

The above was your final statement on Owen Thompsons speech in Parliament a few weeks ago” .

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 information in scope of your request is held. Please find the attached Annex A which is a copy of the complaint statistics for April 2021 to March 2022 and Annex B which is a Dashboard, which breaks down the details of the complaints.

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

[REDACTED]

Defence Business Services Secretariat

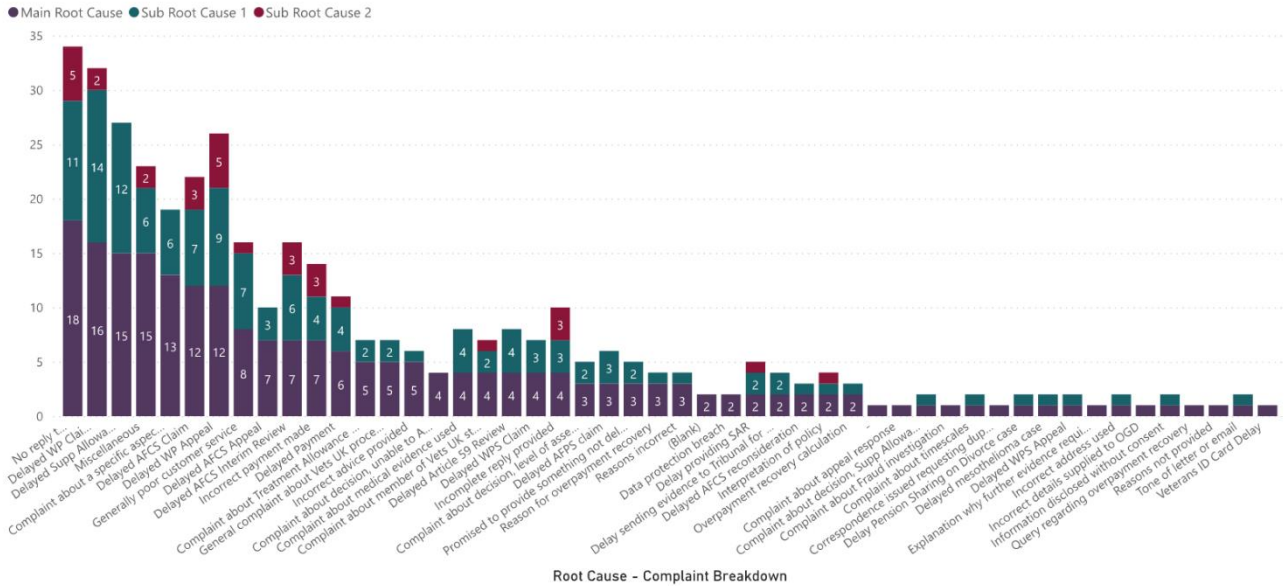
VETERANS UK COMPLAINTS FY 2021-22

| FY 21/22 | | | | | | | | | |
|----------------------------------------------------------------------------------|-----------------|------------|------------|--------------------------------|--------------------------------------|------------|----------------------|---------------------|--------------------------------------------|
| YTD Overview - Vets UK Complaints | | | | | | | | | |
| CRT Target - to clear 95% of complaints within 20 working days of receipt on CRT | | | | | | | | | |
| | Carried Forward | Received | Cleared | Cleared Within 20 Working Days | Cleared in More Than 20 Working Days | On Hand | % Target Achievement | Thank Yous Received | Complaints Resolved in 1st Instance by OPs |
| April | 20 | 14 | 17 | 17 | 0 | 17 | 100% | 340 | - |
| May | 17 | 22 | 14 | 14 | 0 | 25 | 100% | 248 | - |
| June | 25 | 21 | 22 | 22 | 0 | 24 | 100% | 284 | - |
| July | 24 | 19 | 25 | 25 | 0 | 18 | 100% | 295 | - |
| August | 18 | 19 | 21 | 21 | 0 | 16 | 100% | 200 | - |
| September | 16 | 16 | 19 | 19 | 0 | 13 | 100% | 264 | - |
| October | 13 | 8 | 18 | 18 | 0 | 3 | 100% | 224 | - |
| November | 3 | 17 | 11 | 11 | 0 | 9 | 100% | 249 | 1 |
| December | 9 | 17 | 17 | 17 | 0 | 9 | 100% | 187 | 0 |
| January | 9 | 15 | 9 | 9 | 0 | 15 | 100% | 245 | 0 |
| February | 15 | 14 | 15 | 15 | 0 | 14 | 100% | 221 | 0 |
| March | 14 | 19 | 20 | 20 | 0 | 13 | 100% | 214 | 0 |
| TOTAL | 183 | 201 | 208 | 208 | 0 | 176 | 100% | 2971 | 1 |

VETERANS UK COMPLAINTS DASHBOARD FY 2021-22

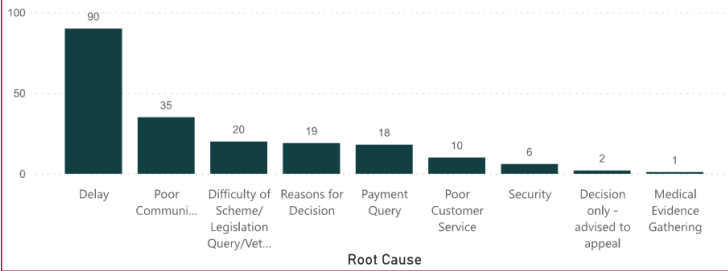


Reason for Contact - Complaint Breakdown



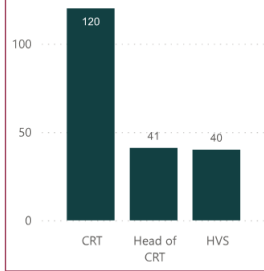
Root Cause - Complaint Breakdown

Reason for Contact - Root Cause

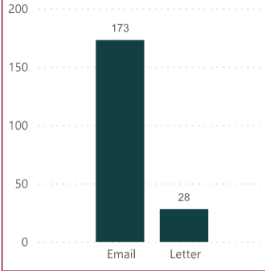


Root Cause

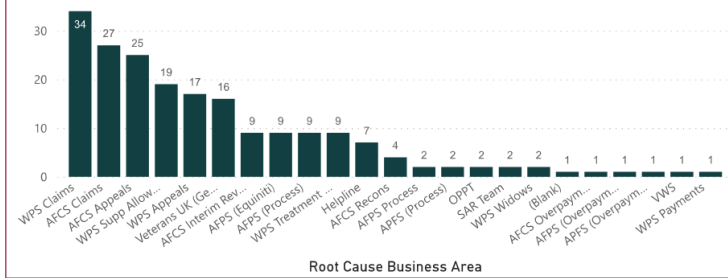
Level of Complaint



Method of Raising Complaint

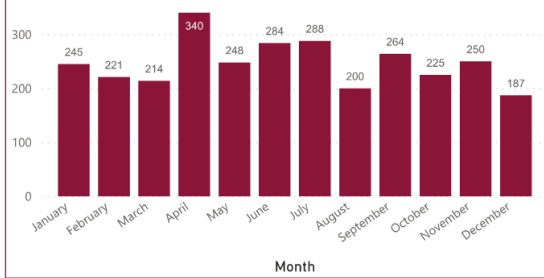


Reason for Contact - Business Area



Root Cause Business Area

'Thank You's' received by Month



Month