



Defence Business Services

Secretariat
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Ref: FOI2022/05127

DBSRES-Secretariat@mod.gov.uk

23 May 2022

Dear [REDACTED]

Thank you for your email of 25 April 2022 to the Ministry of Defence (MOD), requesting the following information:

*"I was told by dbs last week they don't have my complaint numbers for myself and don't keep any complaint numbers .
I believe the below numbers to be false as if I have over 400 complaints including maladministrations that's more than a years total of complaints , I know of atleast another 500 veterans also with complaints sitting with the exact same problems as myself .*

Can I request how many claims are made per year as Leo stated under 170 complaints per 100k claims but your tables show there are only 12-15k claims a year so 8 years claims to get to 100k claims total would be 8 x 170 complaints and not 170 total - his figures and yours are wrong and I can prove so."

Also on 25 April 2022, you sent a further email adding to your request:

"also I want to know if tribunals and the recent survey results and justice for troops veterans complaints were included in the complaint numbers ?????"

I am treating your correspondence as a request for information under the Freedom of Information Act 2000 (FOIA). It should be noted that Section 1 of the Freedom of Information Act gives an applicant the right to access recorded information held by public authorities at the time the request is made and does not require public authorities to answer questions, provide explanations or give opinions, unless this is recorded information held. You may find it useful to know that The Information Commissioners Office publishes guidance on how to make requests for information under the Freedom of Information Act at the attached link which you may find helpful in any follow up requests for information

<https://ico.org.uk/for-the-public/official-information>

A search for the information you requested has now been completed within the MOD and I can confirm that some information in scope of your request is held.

The information you have requested regarding numbers of claims falls entirely within the scope of an absolute exemption under Section 21 of the FOIA as it is reasonably accessible by other

means. As Section 21 is an absolute exemption, there is no requirement to consider the public interest in making the decision to withhold the information.

Under Section 16 (Advice and Assistance) of the FOIA, the number of claims received, in 2021, under the Armed Forces Compensation Scheme can be found at the link below:

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/995574/20210624 - Armed Forces Compensation Scheme Annual Statistic 2021 - Statistic - O.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/995574/20210624_-_Armed_Forces_Compensation_Scheme_Annual_Statistic_2021_-_Statistic_-_O.pdf)

Additionally, the number of claims made, for the same period, under the War Pension Scheme can be found at the link below:

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/996157/20210624 - WPS National Statistics Bulletin - O.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/996157/20210624_-_WPS_National_Statistics_Bulletin_-_O.pdf)

A copy of the complaint statistics for April 2021 to March 2022 and the Veterans UK Complaints Dashboard was provided to you in our previous response; referenced FOI2022/04474.

In addition, also under Section 16, you may be interested to know that on 21 April 2022, Owen Thompson MP asked a number of Parliamentary Questions regarding Veterans UK complaints. For ease of reference, I have provided a full list of the questions including the answers and a link to where they are published at Annex A.

With regard to your additional question enquiring if appeal numbers, the Customer Satisfaction Survey (CSS) results and complaints raised by Justice for Troops are included in the statistics, I can confirm the following:

Appeals - no appeals data is included in the Customer Complaints statistics. This is because, the Department cannot treat a complaint as a challenge to a decision which gives an outcome to a claim where there is an appeal right. If a decision is made by Veterans UK on a War Pension claim there is a right of appeal to an independent tribunal.

CSS - The results from the CSS are also not included in the statistics. This is because the purpose of the survey was to ask customers about their experiences when using the services provided by Veterans UK and to gather feedback to help the Department understand how it can improve how services are delivered. The survey was anonymous; therefore, no investigations could be undertaken.

Justice for Troops – if any formal complaints were submitted to Veterans UK, on behalf of a veteran, then the complaint would be included in the statistics.

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

Defence Business Services Secretariat