

**Parliamentary Questions - Veterans UK Complaints: Asked by Owen Thompson MP on 21 April 2022: Answered by Leo Docherty MP on 25 April 2022.**

**UIN – 156546**

Link: <https://questions-statements.parliament.uk/written-questions/detail/2022-04-20/156546>

*Q - To ask the Secretary of State for Defence, how many complaints have been submitted to Veterans UK in each of the last five years (a) in total and (b) per 100,000 veterans residing in the UK.*

A - The total number of formal complaints submitted to the Customer Resolution Team (CRT) is detailed in the below table:

Financial Year	Number of Complaints
2017-18	347
2018-19	332
2019-20	341
2020-21	174
2021-22	201

The total number of veterans residing in the UK is not held as veterans are not tracked once they leave Service. However, it is worth noting that as at 31 March 2021 there were 101,960 War Pensions in payment and 3,975 Guaranteed Income Payments (GIPs) under the Armed Forces Compensation Scheme (AFCS).

**UIN - 156547**

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

*Q - To ask the Secretary of State for Defence, how many and what proportion of complaints submitted to Veterans UK have been transferred to the Customer Relations Team in each of the last five years.*

A - The total number of formal complaints submitted to Veterans UK for the last five financial years (1 April to 31 March) is detailed in the below table:

Financial Year	Number of Complaints
2017-18	347
2018-19	332
2019-20	341
2020-21	174
2021-22	201

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.

**UIN - 156548**

Link: <https://questions-statements.parliament.uk/written-questions/detail/2022-04-20/156548>

*Q - To ask the Secretary of State for Defence, if he will publish the number of complaints submitted to Veterans UK in each of the last five years, by reason for or topic of complaint.*

A - Although there are no plans to publish the number of complaints made to Veterans UK, the results of the customer satisfaction survey was recently published at; <https://www.gov.uk/government/news/dbs-veterans-customer-satisfaction-results-2021>.

Veterans UK is working hard to improve the quality of its service. Oversight of its performance is maintained through internal governance and customer satisfaction is measured through engagement with external organisations.

**UIN 156549**

Link: <https://questions-statements.parliament.uk/written-questions/detail/2022-04-20/156549>

*Q - To ask the Secretary of State for Defence, how many complaints submitted to Veterans UK have been transferred to the (a) Head and (b) Assistant Head of Veterans UK in each year in the last five years.*

A - The total number of complaints submitted to Veterans UK Customer Resolution Team (CRT) for each financial year is detailed in the table below: Financial Year	Number of Complaints
2017-18	347
2018-19	332
2019-20	341
2020-21	174
2021-22	201

For the financial year 2021-22, a total of 201 complaints were received by the CRT. 119 were resolved at the first stage of the complaint resolution process. 42 were resolved at the second stage by the Head of CRT (previously known as an Assistant Head of Veterans UK). 40 were escalated to the Head of Veterans UK. A breakdown of data prior to 2021 is not held.