



**Defence Business Services**  
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Room 6303  
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Ref: FOI2022/07222

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

11 July 2022

Dear [REDACTED]

Thank you for your email of 15 June 2022 to the Ministry of Defence (MOD), seeking information about the Independent Complaints Panel (ICP).

You requested the following information:

*“My FOI is to ask who panels the Independent Complaints Panel (ICP) and how many cases have they considered and responded to since June 2021? Also who do they report to and what is the governance structure within the ICP?*

*Are those on the ICP paid and if so who supports any payment and/or expenses?*

*Does the ICP have office amenities, and if so where are these located?*

*As an aside may I have copies of any correspondence/emails that confirms my issues raised almost a year ago to the ICP?*

*Can confirmation be given that my FOI questions above are understood and accepted?”*

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 all the information in scope of your request is held.

To answer your first question, Kingsley Donaldson is the Chairman of the ICP. The ICP has considered and responded to 11 cases since June 2021. The ICP is composed of members of the Veterans Advisory & Pensions Committees (VAPC) appointed by the Minister for Defence for People & Veterans, and report directly to him.

To answer your subsequent questions, VAPC Members are all unpaid volunteers who give their time freely. They are however able to claim for reimbursement of necessary travel and subsistence expenses incurred as a result of their VAPC duties. Veterans UK is responsible for payment of these expenses. More information about the VAPC can be found on gov.uk at the following link: <https://www.gov.uk/government/organisations/veterans-advisory-and-pensions-committees-x13/>

The ICP does not have its own office space. When a panel is required to meet, it uses a meeting room in Tomlinson House, Norcross.

In answer to your request for copies of correspondence relating to your complaint, I should advise that the Department is not obliged to confirm or deny whether it holds the information as, if held, this would relate to personal information. Section 40(5) of the FOIA provides that there is no duty to confirm or deny whether personal information is held. The fact Section 40(5) of the FOIA has been cited should not be taken as an indication that the information you have requested is, or is not, held by the Department. The terms of this exemption of the FOIA mean that we do not have to consider whether or not it would be in the public interest for us to reveal whether or not the information is held.

Notwithstanding the above, under Section 16 of the FOIA (Advice and Assistance), you do have the right to request access any personal data which may be held by the Department under the Data Protection Act 2018 and, as such, I have passed your request to the Department's Subject Access Request (SAR) Team who will contact you in order to establish if any such information exists.

Further information about submitting a Subject Access Request for personal information to the MOD can be found at the link below:

<https://www.gov.uk/guidance/obtain-information-about-yourself-held-by-mod>

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.

Defence Business Services Secretariat