



**Defence Business Services**  
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Ref: FOI2022/11243

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

[REDACTED]  
[REDACTED]

28 October 2022

Dear [REDACTED]

Thank you for your email of 1 October 2022 to the Ministry of Defence (MOD), requesting:

- 1. The number of formal complaints submitted to Veterans UK in the last 12 months*
- 2. The number of formal complaints that were escalated to each of the Complaints Procedure Stages (1, 2 and 3) in the last 12 months*
- 3. The number of complaints that were escalated to the Pension Ombudsman in the last 12 months*
- 4. The number of complaints that were escalated to the Independent Complaints Panel (ICP) in the last 12 months*
- 5. Any Veterans UK document, produced in the last 12 months, which summarised complaints trends and significant findings.*

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 all information in scope of your request is held. Answers to questions numbered one to four can be found below in the order that they were raised:

1. There were 171 formal complaints submitted to Veterans UK in the last 12 months.
2. Of the 171 complaints, 91 were Stage One complaints, 39 were Stage Two complaints and 41 were Stage Three.
3. There were three complaints that were escalated to the Pension Ombudsman in the last 12 months.
4. There were 11 complaints that were escalated to the Independent Complaints Panel in the last 12 months.

In answer to Q5, please find the two attached .zip folders titled:

20221028-FOI2022\_11243\_[REDACTED]\_monthly\_stats\_reports-O

20221028-FOI2022\_11243\_[REDACTED]\_complaints\_dashboard\_quarterly\_reports-O

The documents contained within each .zip folder summarise complaint trends and significant findings in scope of your request.

The first .zip folder contains Assurance & Development Monthly Status Reports produced between September 2021 and August 2022. Please note the format used to produce these statistics changed from July 2022 and were then titled Customer Engagement Team Monthly Status Reports. The files contained in this folder are:

1. A&D Stats Sept 2021,
2. A&D Stats Oct 2021,
3. A&D Stats Nov 2021,
4. A&D Stats Dec 2021,
5. A&D Stats Jan 2021,
6. A&D Stats Feb 2021,
7. A&D Stats March 2021,
8. A&D Stats Apr 2021,
9. A&D Stats May 2021,
10. A&D Stats June 2021,
11. Customer Engagement Stats July 22
12. Customer Engagement Stats August 22.

The second .zip folder contains Veterans UK Complaints Dashboard quarterly reports from Q2 of Financial Year (FY) 2021/22 to Q1 of FY 2022/23. The files contained in this folder are:

1. Veterans UK Complaints Dashboard – Q2 FY2021/22,
2. Veterans UK Complaints Dashboard – Q3 FY2021/22,
3. Veterans UK Complaints Dashboard – Q4 FY2021/22
4. Veterans UK Complaints Dashboard – Q1 FY2022/23.

In order to protect personal information as governed by the Data Protection Act 2018, Section 40(2) of the FOIA has been applied to the part of your request which contains personal information and third-party data. Section 40 is an absolute exemption and there is no requirement to consider the public interest in making a decision to withhold the information.

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



Defence Business Services Secretariat