



**Defence Business Services**  
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Ref: FOI2022/12868

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[REDACTED]  
[REDACTED]

23 November 2022

Dear [REDACTED]

Thank you for your email of 3 November 2022 to the Ministry of Defence (MOD), requesting:

*Thank you for your reply. I am confused by two details:*

*Question 2*

*The question was "The number of formal complaints that were escalated to each of the Complaints Procedure Stages (1, 2 and 3) in the last 12 months".*

*If 41 complaints were escalated to Stage Three, how could only 39 complaints have been escalated to Stage Two?*

*Did the response actually mean to say:*

- Stage One: 171 complaints*
- Stage Two: 80 complaints*
- Stage Three: 41 complaints ?*

*First zip folder, "Complaints Stats" - Thank you's*

*The folder contains 10 monthly "Assurance & Development Monthly Status Reports"; these record monthly "thank you's" in the range of 170-264. However, the two latest monthly "Customer Engagement Stats" each contained only 1 thank you.*

*What has changed to the recording of "thank you" since July 2022 for their number to drop to almost nothing?*

*For example, before July 2022, would this email have been included as a "thank you" message because I started the email with "thank you for your reply"? Would this email today be recorded as a "thank you"?*

*How do Veterans UK record veterans and service personnel saying thank you?*

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.

The data previously provided under FOI2022/ 11243 relating to the number of formal complaints that were escalated to each of the Complaints Procedure Stages (1, 2 and 3) in the last 12 months was correct. In some circumstances further complaints can be registered at Stage 3. For example, where there is comeback to a Stage 3 complaint which requires further investigation and response, or where the Independent Complaints Panel or Ombudsman have directed a further response from the Head of Armed Forces & Veterans Services.

Veterans UK records a 'thank you' from a Veteran where they have specifically made contact to express thanks for an aspect of service provided. Emails starting or ending with a generic 'thank you' are not counted. Prior to July 2022, the Complaint Resolution Team (CRT) reported the number of 'thank you's received on the Assurance and Development Monthly Status report. This included 'thank you's received by the CRT and other areas including the Operational Teams and Helpline. In July 2022 the CRT became part of the Customer Engagement Team and changes were made to the Customer Engagement Team Monthly Status Report (hence the change in visual format) to only include the number of 'thank you's received by the CET rather than across the business.

Had the CET continued to record all the 'thank you's from other business areas in its report for July and August including those received by the Operational Teams and Helpline, the total number of 'thank you's received would have been 145 in July 2022 and 151 in August 2022.

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



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