



**Defence Business Services**  
Secretariat  
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Ref: FOI2022/05241

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

23 May 2022

Dear [REDACTED]

Thank you for your email of 26 April 2022 to the Ministry of Defence (MOD), requesting the following information:

*"I write to you regarding my ongoing War pension claims submitted to you around 2007.*

*I formally request under freedom of information, a copy of the vulnerability risk assessment for engaging with a vulnerable person, that the Chief of Defence People senior medical advisor will have produced. I make this assumption on the basis that Dr Elizabeth Anne Braidwood CBE has been the commenter/decision throughout my claim.*

*I would also like a full investigation into why the tribunal judge a few weeks ago decided to mark my file as a vulnerable veteran yet after 5 breakdowns manually and also various email to you of me being pushed towards suicide you sat back and done nothing.*

*I also request with the above the full process for warning veterans ie the stages of each."*

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 no information in scope of your request is held.

For question one, there is no recorded information held which would answer your question.

Question two, 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>

For question three, there is no recorded information held which would answer your question.

Under Section 16 of the FOI (Help and Assistance) I can advise:

For question one and three, all cases are assessed and treated on a case-by-case basis. Additionally, when dealing with customers in general, should staff feel that customers are vulnerable, staff would refer to Veterans Welfare Service to ensure assistance was offered.

For question two, this has been identified as a formal complaint and referred to the Customer Resolution Team for investigation. However, I should explain that the Pension Appeals Tribunal falls under the responsibility of the Ministry of Justice, therefore any FOI requests, relating to its policy for identifying vulnerable veterans, should be directed at them. Further information on how to submit an FOI request can be found at the following link:

<https://www.gov.uk/government/organisations/ministry-of-justice>

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