



Ministry
of Defence

Defence Business Services
Secretariat
Room 6303
Tomlinson House
Norcross
Thornton-Cleveleys
FY5 3WP

Ref: FOI2023/02768

Email: DBSRES-Secretariat@mod.uk

[REDACTED]
[REDACTED]

8 March 2023

Dear [REDACTED]

Thank you for your email of 10 February 2023 to the Ministry of Defence (MOD) requesting the following information:

"There is something seriously wrong here that is not being addressed. This will be escalated accordingly to address what appears to be a totally underhand recruitment process.

Again for the third time now and under an FOI, please furnish me with a copy of the complaints procedure.

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 Ministry of Defence, and I can confirm all the information in scope of your request is held. However, some of the information you have requested falls entirely within the scope of an absolute exemption under Section 21 (Information reasonably accessible by other means) of the FOIA.

Section 21(1) has been applied as details of the Defence Business Services complaints procedure are already in the public domain and, therefore, reasonably accessible to you at the following link – <https://www.gov.uk/government/publications/how-to-make-a-complaint-to-defence-business-services/how-to-raise-a-complaint-to-defence-business-services>.

Section 21 is an absolute exemption and as such, there is no requirement to consider the public interest in making a decision to withhold the information.

Under Section 16 (Advice and Guidance), you may be interested to know that all the relevant complaint information is available to candidates in the original job vacancy advert on the Civil Service Jobs platform.

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). 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)