



Ministry  
of Defence

**Defence Business Services**

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Ref: FOI2023/13593

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

07 December 2023

Dear [REDACTED]

Thank you for your email of 9 November requesting the following information:

*"I would like to make a Freedom of Information Request in accordance with the regulations.*

1. How many enquires has the PACCC team received relating to LSA queries over the past 5 FY's?
  - a. How many of these enquires have resulted in a payment being made?
  - b. How many of these LSA queries were in excess of 6-years?"

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 that all the information in scope of your request is held.

To answer your first question, the Pay and Personnel Casework & Complaint (PACCC) team received 53 enquiries relating to Longer Separation Allowance (LSA) over the last five financial years. Of the 53 enquiries, four resulted in a payment being made.

All 53 enquiries were in excess of six financial years as the casework year is the year the PACCC received the query, and this could be anything from 6-15 years.

If you are not satisfied with this response or you wish to complain about any aspect of the handling of your request, then you should contact us in the first instance at the address above. If informal resolution is not possible and you are still dissatisfied then you may apply for 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.uk](mailto:CIO-FOI-IR@mod.uk)). Please note that any request for an internal review must be made within 40 working days of the date on which the attempt to reach informal resolution has come to an end.

If you remain dissatisfied following an internal review, you may take your complaint 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. Further details of the role and powers of the Information Commissioner can be found on the Commissioner's website, <http://www.ico.org.uk>.

Yours sincerely,

[REDACTED]

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