



# Ministry of Defence

**Defence Business Services**  
Secretariat  
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Ref: FOI2023/02668

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

[Redacted]

February 2024

Dear [Redacted]

Thank you for your email of 12 February 2024 to the Ministry of Defence (MOD), requesting the following information:

*"Dear FOI Team, Thank you for your response, but you have not replied correctly to my FOI question. I asked:*

*"So to clarify I am asking for: Confirmation that all Veterans who applied for their medals before the 18th of September that had been approved (no matter which country they reside) received their medals before Remembrance Sunday In November 2023 as was promised by the Office for Veteran's Affairs.*

*Please include a breakdown of the figures, so number applied, number approved by the 18th of September 2023 and the number of those actually despatched by 12th of November 2023" You sent me: This is not the correct figures. This is becoming extremely frustrating as I have had to repeat myself 3 times now.*

*Please provide the answer to my question, how many veterans applications that were approved by the 18th of September 2023 were despatched by the 12th of November. I only require the figures for those applications approved before the 18th of September , not the number approved before 12th of November.*

*Please provide this as a matter of urgency."*

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 information in scope of your request is held and detailed in the table below.

Application status	Total
Veteran's applications approved before 18 September 2023	1,228
Veteran's applications approved by 18 September and despatched before 12 November	1,220

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,

A black rectangular redaction box covering the signature of the Defence Business Services Secretariat.

Defence Business Services Secretariat