



# Ministry of Defence

**Ministry of Defence**  
Defence Business Services  
Secretariat Team  
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Our Ref: FOI2015/02184

Mr Henry Gledhill

11<sup>th</sup> March 2015

E-mail address: request-255418-  
[8bce8e99@whatdotheyknow.com](mailto:8bce8e99@whatdotheyknow.com)

Dear Mr Gledhill,

Thank you for your email of 24 February, to the Ministry of Defence (MOD) requesting the following information:

*"Dear Service Personnel and Veterans Agency, In the past 12 (twelve) months please advise:-*

*1. Number of letters you received requiring an answer 2. Number acknowledged 3. Number replied to 4. Mode of reply"*

I am treating your correspondence as a request for information under the Freedom of Information Act 2000.

The Ministry of Defence requires further information in order to determine whether it holds any information within the scope of your request. As you may or may not be aware on the 1 April 2014, the Service Personnel and Veterans Agency merged with Defence Business Services (DBS), to form one organisation. DBS is made up of a number of functional areas; Veterans UK, Military Services, Civilian Human Resources, National Security Vetting.

Can you please clarify which areas your request applies to or if it applies to the whole of the business. Once I have received your clarification, I will be pleased to consider your request again.

Please remember to quote the reference number above in any future communications.

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 me in the first instance. 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, 1<sup>st</sup> 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 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,

DBS Secretariat Team