



Ministry of Defence

Army Secretariat
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Mr A Campbell
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29 May 2019

Dear Mr Campbell,

Thank you for your email of 18 April in which you requested the following information:

How many Service Complaints relate to an individual seeking redress in response to being awarded an AGAI 67 sanction?

If possible, I would like an annual breakdown of the figures covering the last five years. If this is too time consuming and thus too expensive then the last year or two or three will be adequate.

I am treating your correspondence as a request for information under the Freedom of Information Act (FOIA) 2000. I would also like to apologise for not providing a response within the statutory 20 working days.

A search for the information has now been completed within the Ministry of Defence, and I can confirm that the information in scope of your request is held. Some of this information is exempt from release under section 40 (Personal Data) of the FOIA. Section 40(2) has been applied to some of the information to protect personal information as governed by the Data Protection Act 2018. Section 40 is an absolute exemption and there is therefore no requirement to consider the public interest in deciding to withhold the information.

Service Complaints Concerning AGAI Action from 1 January 2014 – 22 May 2019

Year	Number of Service Complaints Raised
2014	-
2015	-
2016	-
2017	10
2018	-
2019	-

Notes/Caveats:

- Figures have been rounded to 10 to limit disclosure and ensure confidentiality; numbers ending in "5" have been rounded to the nearest multiple of 20 to prevent systematic bias.
- "-" denotes zero or rounded to zero.
- Please note that these figures are single service estimates and are not official statistics produced by Defence Statistics.

- These statistics show all Service Complaints, including those which were later withdrawn, in which AGAI Action was an element.

If you have any queries regarding the content of this letter, please contact this office in the first instance. Following this, 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.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,

Army Secretariat