

**Department for Work and Pensions (DWP)
Central Freedom of Information Team**

freedom-of-information-request@dwp.gsi.gov.uk

Our reference: Fol 3181

Date: 15 August 2017

Dear Mr Gilding,

Thank you for your Freedom of Information request received on 29 July 2017.

"I wish to request, under the freedom of information act, an email address I can write to, to complain about ESA in general. Your complaints page contains only telephone numbers and a physical address. Letters seem to get lost when sending them to this address and phone numbers are useless to deaf people. I'd also like quicker responses so I feel email is a better way to do it"

DWP Response:

Section 21 of the Freedom of Information Act allows us to direct you to information which is already reasonably accessible to you. The information you requested is available on the Department's website www.gov.uk:

Our website contains full information about Employment and Support Allowance (ESA) and how to make a complaint to DWP and Jobcentre Plus.

If you do not have access to the internet at home, you may be able to use facilities at your local public library.

We do not currently include an email address for complaints, but we provide an address for written complaints as well as telephone and text phone numbers. Our website also includes an email address for members of the public who wish to contact DWP Ministers.

In the interests of customer service, I have included an email address that you can use to submit an ESA complaint. I understand that you have already sent a complaint using this address, on 1 August 2017.

Correspondence@dwp.gsi.gov.uk

If you have any queries about this letter please contact me quoting the reference number above.

Yours sincerely,

DWP Central FoI Team

Your right to complain under the Freedom of Information Act

If you are not happy with this response you may request an internal review by e-mailing freedom-of-information-request@dwpgsi.gov.uk or by writing to: DWP, Central FoI Team, Caxton House, Tothill Street, SW1H 9NA. Any review request should be submitted within two months of the date of this letter.

If you are not content with the outcome of the internal review you may apply directly to the Information Commissioner's Office for a decision. Generally the Commissioner cannot make a decision unless you have exhausted our own complaints procedure. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow Cheshire SK9 5AF www.ico.org.uk/Global/contact_us or telephone 0303 123 1113 or 01625 545745