Dear Anthony Collins,

Thank you for your Freedom of Information (FoI) request received on 4 March. You wrote:

“Further to reply Ref: FOI2021/13307 you stated
“A national DWP Complaints team was introduced and they are responsible for handling all benefits”

Please send the contact details and address for this team, and the procedures and policies, decision making guides, process tree and bulletins, templates used by the national complaint team to process a complaint”

DWP Response

I confirm we hold information relating to your request.

The Department provided information on the introduction of a tactical Covid-19 approach for a single tier complaints handling process and how complaints are handled in your FoI request reference FOI38146. Additional information was provided to your FoI 13307 around the introduction of a national DWP Complaints Team with responsibility for handling all benefit, Child Maintenance and Debt Management complaints and that we are no longer operating discrete regional Complaints Resolution Teams.

In our previous response in July, the information supplied for contacting the Department about a complaint has not changed.

In the first instance, the DWP encourage customers to contact the team dealing with their benefit related case, as on most occasions, their issues can be resolved this way. The contact telephone numbers for each benefit are published on the complaints page on Gov.uk. If a customer remains unhappy with the response, they, or the business can then escalate the issue to a formal complaint.

As part of our customer focused approach, when a formal complaint is accepted from a customer we provide them with the relevant contact details of how to get in touch with their Complaints Resolution Manager as their complaint is progressing.
We have included guidance on how Complaints Resolution Managers handle a complaint from date of receipt to closure and also how we record a complaint. There is no set template required by customers to complain. The DWP complaints process and how to complain are outlined on Gov.uk. https://www.gov.uk/government/organisations/department-for-work-pensions/about/complaints-procedure

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

Yours sincerely,

DWP Central Freedom of Information Team
Department for Work and Pensions

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@dwp.gov.uk or by writing to: DWP Central FoI Team, Caxton House, 6-12 Tothill Street, London, 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.
Website: ICO Contact Information or telephone 0303 123 1113.