Dear Glenys Harriman,

Thank you for your Freedom of Information (FoI) request received on 22nd April. You wrote:

“I am writing to request an internal review of Department for Work and Pensions's handling of my FOI request 'Universal Credit bedroom tax system problem where 3 bedrooms and one 'exemption'.

My request was answered in part - "This issue has been investigated, which has now been fixed for new claimants and claimants currently on Universal Credit when they declare a change of circumstances. "

- but there was no answer to whether there was any internal guidance about whether any overpayment due to this computer glitch would be recoverable or not, and what DWP staff should be saying to claimants about such an overpayment.
This is an important matter and if there is no such guidance we can only assume that it is 'business as usual' i.e. the overpayment will be recovered - so it would be good to see any documentation relating to recovery of overpayments (or not) in such cases.”

**DWP Response**

In response to your internal review request, we can confirm that the handling of your original request and response has now been appropriately reviewed by someone unconnected with the handling of your original request.

As a result of this review, we are satisfied that the original response was handled properly and that the outcome of your original request was correct. Your complaint is therefore not upheld and the reason for this is as follows: The issue of overpayment was corrected and as this is no longer a concern, guidance is not required because the correction stops overpayment from happening.

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 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.
Web: ICO Contact Information or telephone 0303 123 1113 or 01625 545745